Ministry of the Attorney General

Court Services Division

Annual Report 2008/2009

Ontario

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Message *from the* Deputy Attorney General

The *Court Services Division Annual Report for 2008/2009* outlines the progress made in delivering on the Division's mandate to provide a modern and professional court service. I encourage everyone to take the time to read this report and share any comments with the Ministry by e-mail at attorneygeneral@ontario.ca

The Court Services Division continued its outstanding commitment to providing quality customer service, while delivering a modern and professional court system that supports accessible and effective justice services.

Notable achievements in 2008/2009 included moving forward on the Honourable Coulter Osborne's Civil Justice Reform Project recommendations. The report addresses 18 areas of procedural and substantive law, including small claims, simplified procedure, trial management, the discovery process, technology, and proportionality.

The Division also made significant improvements to the accessibility of its services for people with disabilities. An on-site accessibility coordinator function was established at each full-time courthouse, to coordinate the provision of accessible court services and accessibility information to court users. This service will be expanded to remaining courthouses by January 2010. A Divisional Accessibility Working Group continues to identify existing barriers to accessibility and recommend solutions.

In 2008, the Division further strengthened the positive relationship between the Ministry and the Superior Court of Justice by signing a *Memorandum of Understanding* that speaks to their close collaboration in the administration of justice.

I would like to take this opportunity to thank Court Services Division staff for taking the time to share their thoughts with me during the Deputy Town Hall meetings. I was very encouraged by the commitment and enthusiasm I witnessed along with the innovative ideas for improving service delivery that emerged from these sessions.

I would also like to thank Court Services for their ongoing support of the Justice on Target initiative, the objective of which is to create a faster, more effective criminal justice system in Ontario. Justice on Target is a key priority for our ministry and court services staff is an important partner in achieving this objective.

The Division's continued dedication to excellence in serving the people of Ontario and to working collaboratively with our partners in the administration of justice is greatly appreciated. Congratulations to the Division on a successful year. I look forward to continuing to work with the Division as we begin another busy and productive year.

Murray Segal
Deputy Attorney General

Foreward *by the* Assistant Deputy Attorney General

I am very proud to present the sixth publication of the *Court Services Division Annual Report*. This report, for the fiscal year 2008/2009, provides an opportunity for our Division to communicate on the progress that we have made in fulfilling our mandate — which is "to provide a modern and professional court service that supports accessible, fair, timely and effective justice services."

Over the past year, a great deal has been accomplished. Public information about the justice system has been strengthened. For example, commonly asked questions and answers were added to the website in the areas of custody and access, child support and divorce. In addition, the Division created a bookmark in English and French to help family court clients find this new material, and the new Justice Ontario service, which provides basic information about justice issues in 170 languages. Further enhancements to the website are underway for next year, in our ongoing effort to provide information to our clients. We are also enhancing public information about the small claims court by creating new materials (including one-page guides and flowcharts) that are succinct, focused, and visually simple but that can link to more detailed guides.

The Civil Rules Committee completed its review of the Civil Justice Reform Report prepared by the Honourable Coulter Osborne and in December 2008, the Attorney General announced important reforms to the civil justice system. These reforms include, for example, increasing the monetary limit of the Small Claims Court from $10,000 to $25,000 and raising the monetary limit for Simplified Procedure cases from $50,000 to $100,000, which will come into effect in January 2010.

The Division also supported the important work that resulted in an historic memorandum of agreement with the Superior Court of Justice. This document has strengthened our collaborative efforts to address joint issues in administering the courts.

As well, the Division continued its important work on enhancing accessibility in the court system. We collaborated with our ministry colleagues on the development of a multi-year accessibility strategic plan, identified and trained accessibility coordinators at all base court locations, and consulted regularly with the members of the permanent Ontario Courts Accessibility Committee.

New strategies were also employed to achieve efficiencies and conserve resources. The Court Business Solutions Branch received a Showcase Award in the category of Green Technology for the successful use of Microsoft's Live Meeting Tool as a cost-effective and environmentally friendly method to train staff in over 80 base court locations across the province. In addition, the *2009 Court Services Division Client Satisfaction Survey* was conducted online across the province. This enabled the Division to significantly reduce the past paper-based process and to receive results from every courthouse in Ontario. A summary of the results of the survey can be found in Chapter 5 of this report.

I look forward to continuing to work together with the judiciary and our justice partners in the coming year as we proceed with the many initiatives underway focusing on modernizing court services and improving access to justice. I would also like to thank our excellent management team and staff for their dedication and ongoing commitment to delivering quality justice services.

Ann Merritt

Ann Merritt
Assistant Deputy Attorney General

Chapter 1
Introduction to the Court Services Division

Mission

The Ministry of the Attorney General is responsible for administering justice in Ontario. Within the Ministry, the Court Services Division is responsible for the administration of the courts. The Division's mission is to provide a modern and professional court service that supports accessible, fair, timely and effective justice services.

Goals

The *Courts of Justice Act* (*CJA*) sets out important goals for the administration of the courts. Section 71 of the *CJA* provides as follows:

> The administration of the courts shall be carried on so as to,
>
> a. maintain the independence of the judiciary as a separate branch of government;
>
> b. recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice;
>
> c. encourage public access to the courts and public confidence in the administration of justice;
>
> d. further the provision of high quality services to the public; and
>
> e. promote the efficient use of public resources.

The Division is committed to furthering these goals and has a legislative obligation to provide information in its annual report on the progress made each year in meeting them. In this regard, the Division has an evolving Five-Year Plan, set out in Appendix A, which identifies the legislated goals and related business goals and initiatives.

Core Services

Court Office Services

Court Services Division staff provide court office services across the province, including scheduling court cases at the direction of the judiciary, providing information and counter services to the public and maintaining court records and files.

Judicial and Courtroom Support

The Division provides administrative support to all judges of the Court of Appeal for Ontario and the Superior Court of Justice and to all judges and justices of the peace of the Ontario Court of Justice; manages the jury system; and provides courtroom support through court clerks and court registrars, court reporters, monitors, court services officers and interpreters.

Mediation Programs

Mandatory civil mediation is part of the civil court process in Ottawa, Toronto and Windsor. Voluntary family mediation services are provided by external service providers and are available at the 17 locations of the Family Court branch of the Superior Court of Justice. Court Services Division manages the contracts for the delivery of mediation services in these courts. Staff mediators provide service in the Ontario Court of Justice family locations in Toronto.

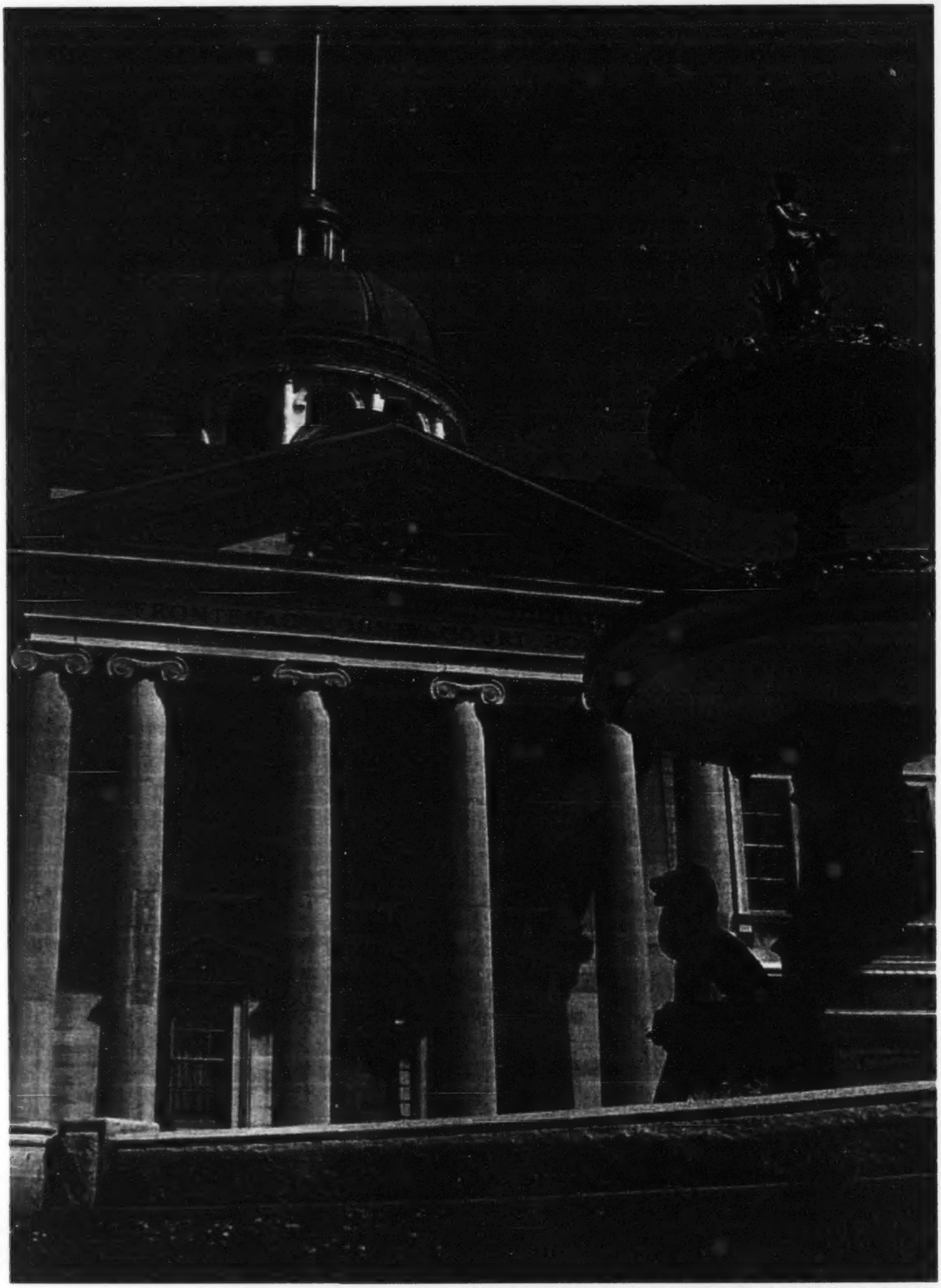
Enforcement Services

The Division administers the filing of writs of execution, enforces civil orders, and manages the collection of fine and restitution revenues from the prosecution of criminal offences.

The Opening of the Courts

On September 9, 2008, the Honourable Warren K. Winkler, Chief Justice of Ontario, presided with Chief Justice Heather Forster Smith of the Superior Court of Justice and Chief Justice Annemarie E. Bonkalo of the Ontario Court of Justice at the province's Opening of the Courts ceremony at 361 University Avenue in Toronto. The Chief Justices were joined by Attorney General Chris Bentley.

The Attorney General observed that "Society has gone from the encyclopedia to Google, from fax to Facebook, in less than five years. At the heart of [the Ministry's] approach is a recognition that



Kingston (Frontenac County) Courthouse, Superior Court of Justice every justice partner contributes to justice, and will be needed for its continuous renewal."

Chief Justice Winkler commented that, "Together we have the foresight, the wisdom and the courage to dismantle barriers to justice and to promote a system that meaningfully and proudly upholds the rule of law. Individually, we have the obligation to ensure that we do not let a day go by where we have not in some way truly served the public."

Chief Justice Smith stated that the Court's goal is to provide "real accessibility [which] means... providing timely hearings, supported by efficient administration, leading to effective results – all at a reasonable cost."

Chief Justice Bonkalo noted that "A Court can accomplish what it does only because of the able assistance of those who work in its courtrooms... Justice is a day to day business, and we rely on these competent professionals to allow us to fulfill our obligations to the public day to day."

Role of the Assistant Deputy Attorney General, Court Services Division

The Assistant Deputy Attorney General, Court Services Division, is the Ministry executive who oversees the administration of Ontario's courts and is responsible for legislative, regulatory and operational policy and program development related to improving the court system.

Regional Structure

For the purpose of providing court services, the Division is organized into seven administrative regions. Each region is responsible for:

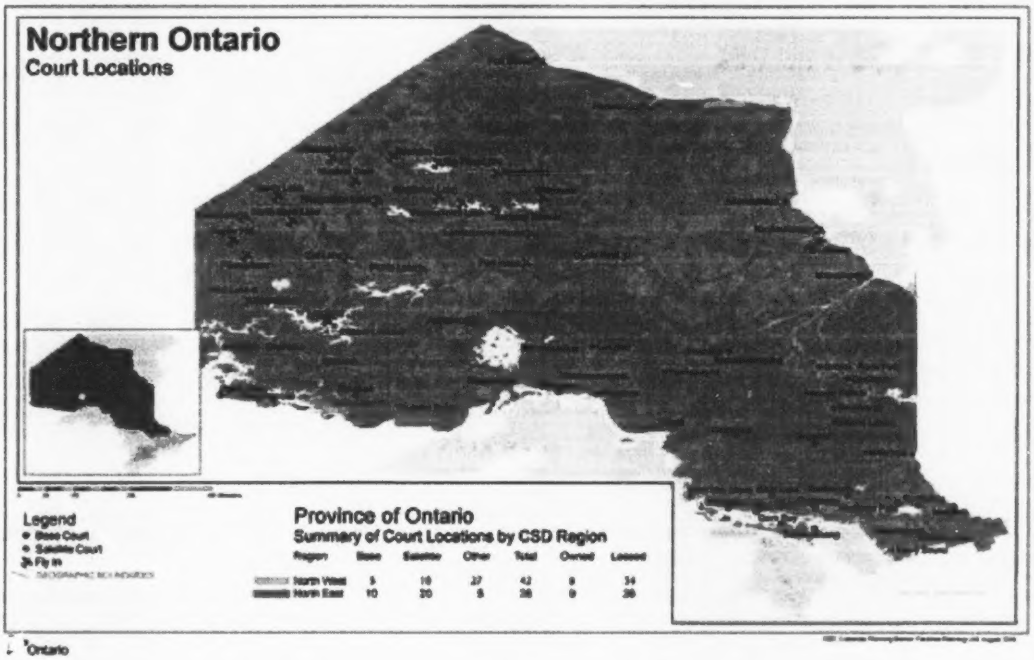
- delivering local criminal, civil, small claims and family court services;
- maintaining records, files, exhibits and databases;
- providing judicial support services, including courtroom and administrative support;
- managing juries;
- enforcing court orders;
- managing fines, fees and trust funds;
- managing regional stakeholder communications; and
- implementing divisional initiatives.

Regional Directors

Each region is managed by a Director of Court Operations who reports to the Assistant Deputy Attorney General, Court Services Division.

The initiatives that we have started over the past year are many and varied, but have at their heart the recognition that we are all partners – and neither the knowledge nor the answer resides with any one of us – but it does reside with all of us.

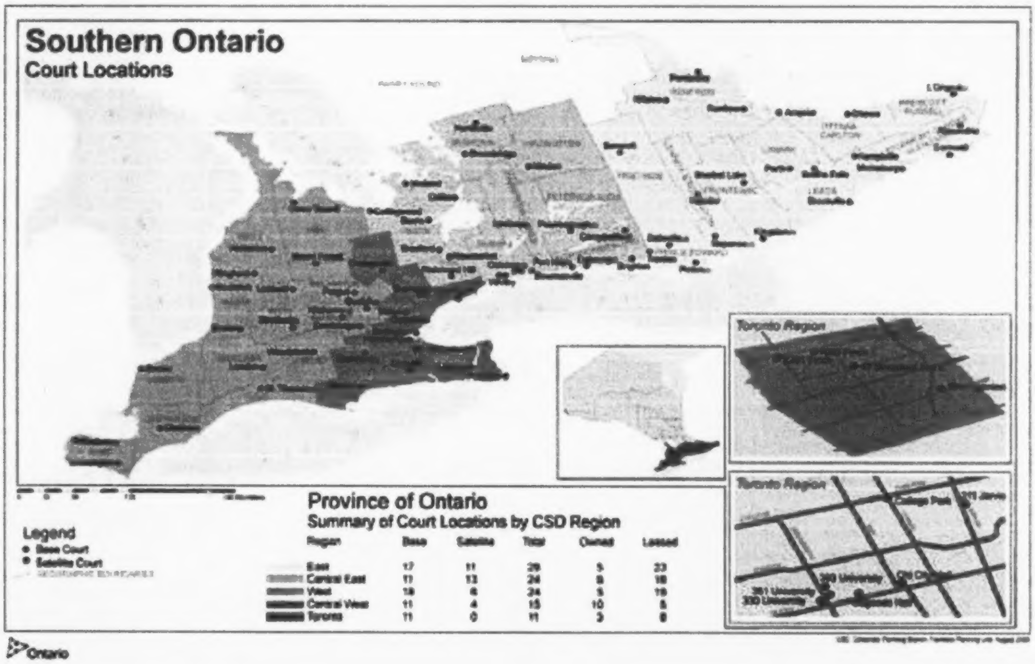
The Honourable Chris Bentley
Attorney General of Ontario
Speech at the Opening of the Courts, Toronto, September 2008



Province of Ontario

Summary of Court Locations by CSD Region

Region	Base	Satellite	Other	Total	Owned	Leased
North West	5	10	27	42	8	34
North East	10	20	5	35	9	26



Province of Ontario

Summary of Court Locations by CSD Region

Region	Base	Satellite	Total	Owned	Leased
East	17	11	28	5	23
Central East	11	13	24	8	16
West	18	6	24	5	19
Central West	11	4	15	10	5
Toronto	11	0	11	3	8

Central East Regional Profile

Sarina Kashak
Acting Director of
Court Operations
Central East Region

The Central East Region is located to the north and east of Toronto and is part of the Greater Toronto Area. The region serves the communities of York, Durham, Simcoe, Muskoka, Haliburton, Northumberland, Peterborough and the City of Kawartha Lakes.

The Central East Region has experienced significant growth in the past several years. The population has grown from 1,953,928 in census year 2001 to 2,238,488 in census year 2006. The regional growth rate has been one of the highest in the country, continuing at a rate of 15 percent over the past five years, compared to a provincial average of 6.6 percent.

The Ministry of Finance projects an 8.65 percent increase in population for the Central East Region to the end of 2008. In response to this significant rate of growth, strategic capital planning studies are in progress for York Region and Simcoe County. These studies will consider the anticipated growth over the next twenty to thirty years.

Courthouse construction initiatives across the region in 2008/2009 continued to support ongoing commitments to improve effectiveness, address security and health and safety concerns, and accommodate the ever-increasing workload in the region's court locations. Project highlights include construction on the Durham Consolidated Courthouse that began in 2007 in collaboration with Infrastructure Ontario. Occupancy in the new facility will commence in early 2010.

The Cobourg court consolidation project was also completed as part of ReNew Ontario, the province's strategic infrastructure renewal plan. In addition, a much needed new multifunctional courtroom project was completed at the Newmarket courthouse, which will service the entire Region of York.

Phase One of a four-part renovation project at the Peterborough courthouse was completed, allowing clients easier access to service through the integration of all business lines, with the exception of family court, at one court counter. The next phases, which are expected to be completed in mid-April 2009, will involve the installation of magnetometers, creation of increased waiting areas, and provision of new workspaces for police officers, Crowns, Victim Witness staff and staff from local mental health associations.

Central East Regional Statistics

Regional Centre: Newmarket

Population: 2,238,488

Area: 2[illegible]309 km^2

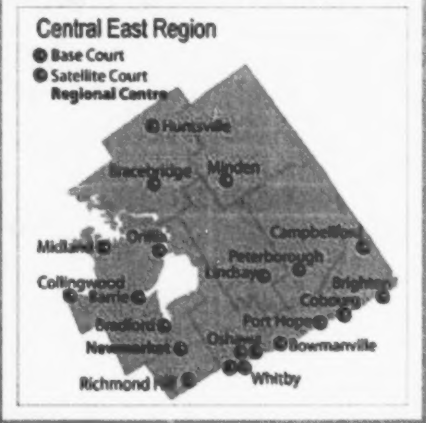
Population Density: 86.7 persons/km^2

Base Court Locations: 11

Satellite Court Locations: 13

Total Court Locations: 24

Population Statistics from Statistics Canada, 2006 Census.

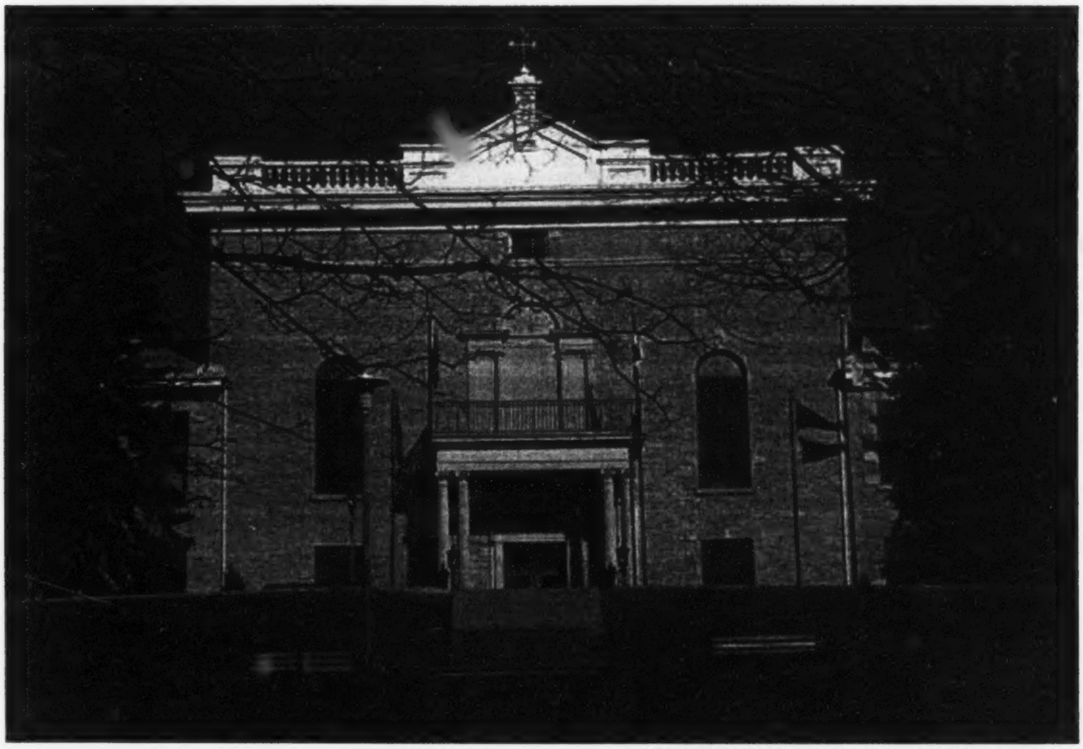


As part of the Justice on Target initiative, the Attorney General announced the introduction of on-site Legal Aid Application offices in Newmarket, Barrie and Durham. Accused persons may now apply immediately for Legal Aid while in the courthouse and, as a result, those who qualify are able to retain counsel faster. This project supports the Minister's goal of reducing the number of court appearances by 30 percent over the next four years. Oshawa Family Court was selected as a pilot site for the new Restraining Order Index, which ensures that once a restraining order is issued, it is immediately relayed to the police department.

The Attorney General announced the selection of the Barrie Courthouse as a pilot project for the Courthouse Way Finding/Signage Standards. The project will inform way-finding and signage standards for all courthouses in the province.

As part of the Central East Region's commitment to support a professional and trained workforce, it continues to identify, develop and provide operational and professional development training opportunities for staff to provide continuous improvement in the provision of justice services. For example, training was delivered on the *Accessibility for Ontarians with Disabilities Act*. Also, lunch and learn events on communicable diseases were presented by the local public health unit.

The regional systems team continued to support the region's increasing needs for technical support. The discovery of technological solutions to assist in the management of unique and high profile trials remained a high priority in 2008. Closed circuit TV was used on numerous occasions throughout the region to maximize the effective use of court facilities. In the future, this technology may also be used to accommodate large jury pools, to increase access to events such as judicial swearing-in ceremonies, and to hear remote testimony from another location within the courthouse.



Peterborough Courthouse, Superior Court of Justice

Central West Regional Profile

Joanne Spriet
Director of
Court Operations
Central West Region

The Central West Region has the highest population of the seven Court Services Division regions. The region includes the western Greater Toronto Area, Pearson International Airport and the communities around Lake Ontario and north of Lake Erie. It has a diverse multicultural population and includes Ontario's largest First Nation reserve, the Six Nations Reserve, as well as the New Credit Reserve.

The region mirrors the Division's corporate policy and technical committees through regional committees which serve to communicate Ministry and divisional initiatives to staff in the region, share best practices and provide support to corporate committees.

Each year, the committees identify deliverables which would benefit staff and enhance operational service delivery in the region. This year a review was conducted of courtroom routing forms which are used to track the outcome of cases. The practice areas developed new forms to facilitate updates to the case management system in the most effective and efficient way.

As part of the Ministry's Justice on Target initiative, on-site Legal Aid offices were opened at the Hamilton, Milton, Simcoe and Welland court locations.

The transfer of *Provincial Offences Act* appeal filings from the Municipality to the Ministry's Central West Region became effective November 3, 2008. Central West Region's Operational Trainer was instrumental in assisting the Provincial Offences Appeals Working Group by developing train-the-trainer materials for their use, as for use by municipal staff across the province. Five training sessions were held in the region, bringing Ministry and municipal staff together to provide knowledge and understanding to court staff involved in the administration of the *Provincial Offences Act* appeal procedures.

Amendments to the *Family Law Rules* came into effect on September 1, 2008. The amendments are intended to streamline the process for changing a final order or a support agreement filed under section 35 of the *Family Law Act*. As a result of these amendments, training was delivered to family administrative staff across the region to facilitate implementation of the changes.

Central West Regional Statistics

Regional Centre: Hamilton

Population: 2,817,988

Area: 10,654 km^2

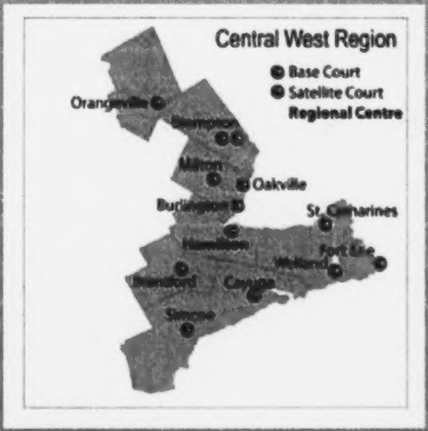
Population Density: 264.5 persons/km^2

Base Court Locations: 11

Satellite Court Locations: 4

Total Court Locations: 15

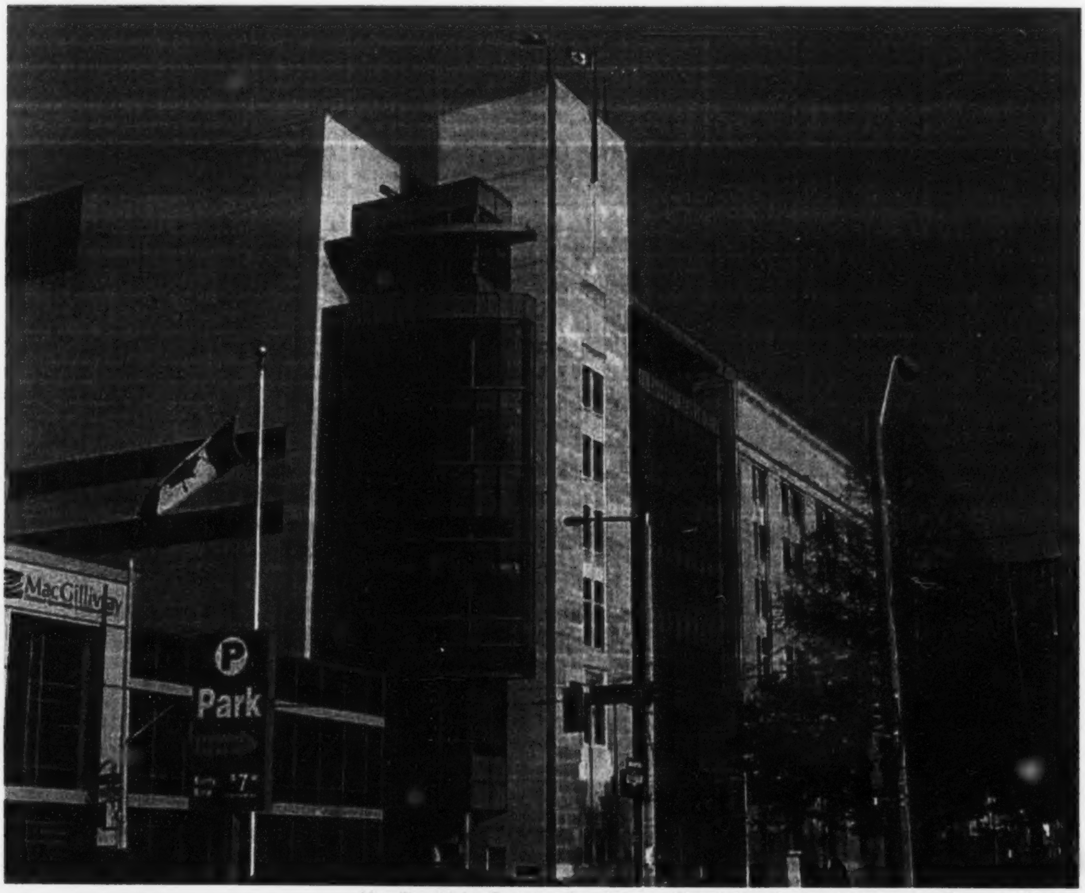
Population Statistics from Statistics Canada, 2006 Census.



The region's Financial Working Group developed an online comprehensive financial administration guide to support Business Support Officers in the region.

A comprehensive interpreter scheduling program was developed by the Brampton court staff to comply with the Division's interpreter scheduling policies and procedures. The program will assist in managing the interpreter service requirements for the court. It will also provide the court with the ability to produce standardized reports containing detailed information, including an overview of which languages require interpretation most often. Information on the availability of interpreters providing service in those languages will also be included. The reports track unit workloads to optimize efficiency.

As part of the Ministry's Integrated Business Continuity Plan for Court-based Operations, Hamilton and Brampton were two of the 14 pilot sites whose Business Continuity Plans were completed by mid-April 2008. The remaining regional sites completed their plans in October 2008. The integrated plans outline local emergency decision-making and communications protocols for managing emergencies. In addition, to support emergency preparedness, emergency drills were held at each court location across the region in February and March of 2009.



Hamilton (John Sopinka) Courthouse, Ontario Court of Justice, Superior Court of Justice

East Regional Profile

Tom Fagan
Director of
Court Operations
East Region

The East Region serves 10 counties from 28 court locations. The region is truly the Eastern Ontario triangle, bordering the province of Quebec along the Ottawa River from Killaloe to L'Orignal, extending southwest along the St. Lawrence River and Lake Ontario to west of Trenton, and adjacent to Central Ontario, east of Peterborough and Huntsville. Many of these locations provide services in French and English, including the region's busiest and largest courthouse located in Ottawa.

The region continues to make significant progress in delivering quality service and meeting the Division's business goals while supporting staff through learning and development. Regional employees are supported in their career growth and professional development through their learning and development plans.

In keeping with the Integrated Labour Relations Strategy model, new staff is trained along a continuum that follows orientation through to full business program awareness.

The region has shared its expertise with other regions, providing assistance with operational training and support. Significant efforts have been made in the areas of recruitment, retention, succession planning, and workplace wellness. As a result, a *Selection and Attraction Guide* was developed to attract new staff to work in the courts of the East Region. In addition, a *Retention Guide for Managers* was also developed and implementation of this ten-step process commenced in early 2009.

As part of the region's learning initiatives and quality assurance projects, new reference materials for court staff were developed, such as the *Ottawa Courthouse Trial Liaison Officer User Guide/Process Map* and *Criminal Process Maps*, to ensure that current and consistent information is provided to court users across the region.

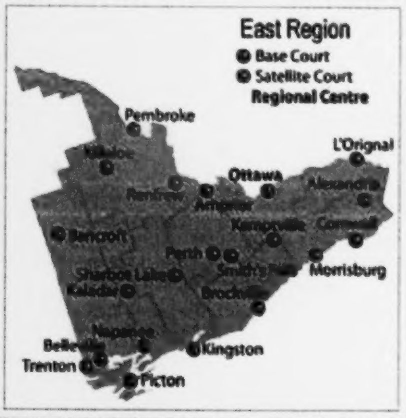
The region continues to meet and often exceeds its operational goals in the civil, family and small claims court offices. The region provides quality counter services and meets telephone and correspondence standards to achieve the provincial Common Service Standards.

The Kingston court has begun planning and preparations for the delivery of French Language Services which are scheduled to be provided in all three of its courts by May 1, 2009.

East Regional Statistics

Regional Centre: Ottawa
Population: 1,603,625
Area: 35,296 km²
Population Density: 45.4 persons/km²
Base Court Locations: 18
Satellite Court Locations: 11
Total Court Locations: 29

Population Statistics from Statistics Canada, 2006 Census.



To improve service delivery and meet the operational needs of the court, the region has benefited from a number of facility enhancements, in addition to the construction of new courthouses. An official opening ceremony was held for the heritage Pembroke Consolidated Courthouse in June 2008 and in early 2009, Belleville was chosen as the site for the new Quinte Consolidated Courthouse. In addition, a planning committee for the Frontenac County (Kingston) Consolidated Court project convened in January 2009.

The region's existing facilities have been improved in a number of locations. The Cornwall Courthouse project to expand and renovate courtrooms, judicial chambers and Crown offices was substantially completed by March 2009. Improvements to the Ottawa Courthouse are continuing with the addition of a second Master's Hearing Room, additional justice of the peace offices, an improved Family Law Information Centre, and security equipment upgrades.

As part of the Justice on Target strategy, Legal Aid application offices were established on-site in an additional four court locations in the East Region: Cornwall, Kingston, Belleville and Napanee.

In order to provide a single window access to Ontario government services and improve service delivery to customers in the City of Ottawa, the East Region moved its regional office from the Ottawa Courthouse to join a unique provincial government co-location site on Preston Street. This initiative brought together more than 500 staff from nine Ontario government ministries in one location in downtown Ottawa and was completed in April 2008.

Perth Courthouse, Ontario Court of Justice, Superior Court of Justice

Northeast Regional Profile

Paul Langlois
Director of
Court Operations
Northeast Region

The Northeast Region includes major urban centres in Ontario's north, as well as smaller communities near James Bay. The region comprises 40 percent of Ontario's land mass but is home to only five percent of its population. The population of the region is 552,000, representing 70 percent of the population of northern Ontario. There are significant Francophone and Aboriginal populations in the region and court services are regularly provided in French, Ojibway and Cree.

The Northeast Region spans the area from Mattawa in the east to Wawa in the west, and from Parry Sound in the south to Peawanuck on the coast of Hudson's Bay in the north. The main urban areas in the region are Sudbury, Timmins, North Bay, Parry Sound, and Sault Ste. Marie.

Within the region, there are 10 base courts and 25 satellite courts, six of which are on First Nation reserves. Many courts in the Northeast Region are remote and can only be reached by airplane.

In the Northeast Region, video conferencing technology has become an essential tool for increasing access to justice, ensuring unique geographical challenges are met and that court services are accessible. In an effort to facilitate more timely fitness assessments, the Ministry of the Attorney General, Ministry of Health and Long-Term Care, and the Ministry of Community Safety and Correctional Services are continuing to work together to implement a program using video technology for fitness assessments at the Monteith Correctional Complex (MCC).

Videoconference fitness assessments will be provided at the MCC by a psychiatrist with the Forensic Program of the North East Mental Health Centre in North Bay. Mentally ill accused persons who require a fitness assessment and are in-custody at base courts in Haileybury, Timmins, and Cochrane and the satellite courts in Kirkland Lake, Smooth Rock Falls, Kapuskasing, Hearst, Moosonee, Fort Albany and Attawapiskat, Kaschechewan and Peawanuck will be held at MCC.

To facilitate accessible, fair, timely and effective justice services within the region, a number of individual activities have been undertaken at various court sites. As part of the Justice on Target initiative, the Attorney General announced the establishment of on-site Legal Aid application officers in Sudbury and Wikwemikong.

Northeast Regional Statistics

Regional Centre: Sudbury

Population: 551,470

Area: 366,192 km²

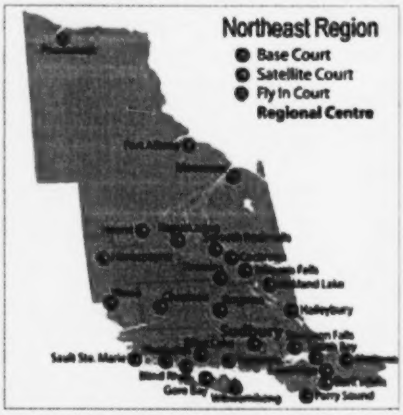
Population Density: 1.5 persons/ km²

Base Court Locations: 10

Satellite Court Locations: 25

Total Court Locations: 35

Population Statistics from Statistics Canada, 2006 Census. Because the Northeast Region crosses census districts, the following assumptions were used to calculate the regional statistics. The population includes all complete census districts plus the populations of Peawanuck, Attawapiskat and Kashechewan. Population data is not available for Attawapiskat in the 2006 census due to incompletely enumerated Aboriginal reserves. The geographic area includes all complete census districts, plus 86 percent of the Cochrane district and 27 percent of the Kenora district.

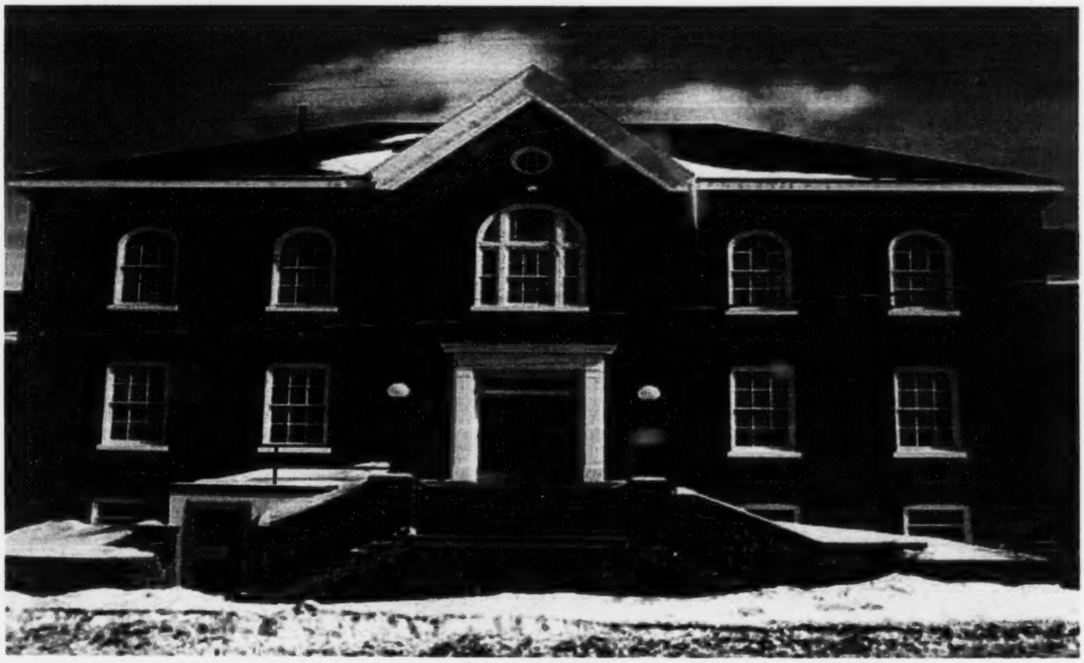


Accused persons may now apply immediately for Legal Aid and as a result those who qualify are able to retain counsel faster. Responding to a request from the local Legal Aid office, the Ontario Court of Justice in Timmins also established an on-site Legal Aid office in December 2008.

In September 2008, the Cochrane Courthouse began to offer monthly Family Law Information Centre lawyer advice sessions to meet the individual needs of clients who are not represented by a lawyer and are entering the court system for the first time. In September 2008, the North Bay Courthouse established an on-site probation office to permit youth offenders to meet with probation staff immediately after their proceeding to discuss their goals and determine next steps.

In 2008/2009, several facilities projects were undertaken across the region. A study was launched to identify the facility requirements for a new Sudbury Regional Consolidated Courthouse: the design detailing the renovations and new addition at the Parry Sound Courthouse was finalized and approved. Construction began in spring 2009; interim holding cells were erected at the Sudbury courthouse to alleviate overcrowding issues; and, a new Ontario Court of Justice judicial chamber was constructed at the Sault Ste. Marie courthouse to accommodate a new appointment.

Following the successful piloting of the Ministry's Integrated Business Continuity Plan (IBCP) for court-based operations in Sudbury and Sault Ste. Marie, IBCPs were completed for all remaining base court locations by October 2008. As of November 2008, Site Accessibility Information Coordinators were in place at all base court locations within the region to respond to accommodation and accessibility needs of persons with disabilities accessing the court system. Automated external defibrillators are scheduled to be installed at all base court locations within the region by September 2009.



Parry Sound Courthouse, Ontario Court of Justice, Superior Court of Justice

Northwest Regional Profile

Robert Gordon
Director of
Court Operations
Northwest Region

The Northwest Region comprises 48 percent of Ontario's land mass but is home to only two percent of its population. The region's vast geography, remote locations and winter travel conditions present many program delivery challenges.

Geographically, the Northwest Region extends from the Minnesota border in the south to Fort Severn in the north, and from the Manitoba border in the west to the White River in the east.

There are significant Aboriginal populations in the Northwest region and court services are regularly provided in Ojibway and Oji-Cree.

The region delivers court services at five base court locations and 36 satellite court locations. Twenty-three of the satellite court locations are in Aboriginal communities which are accessible only by air transportation. Court staff, members of the judiciary and members of the legal profession travel extensively within these remote areas to provide community-centred services.

As part of the Justice on Target initiative, Thunder Bay was identified by the Ministry of the Attorney General to participate in the establishment of an on-site Legal Aid Office. Effective November 2008, Legal Aid Ontario, in conjunction with Nishnawbe-Aski Legal Services Corporation, staffed an office at the Ontario Court of Justice, Thunder Bay. This project will reduce delays in the criminal courts.

With the Northwest's unique geographic challenges, video conferencing continues to be a valuable tool used to increase access to justice across the region. This year the Northwest Region piloted a change in its video platform. The move to a more robust video over Internet Protocol (video over IP) platform improved the reliability, efficiency and video quality provided by the technology. The successful completion of this pilot resulted in a province-wide rollout of a video over IP network. The Northwest Region led the way for the discovery of various cutting-edge uses for this technology to assist in achieving increased access to justice, not just in the North, but in other parts of the province.

A planning study for the Thunder Bay Consolidated Courthouse was completed in 2007. In 2009, the site selection process was completed, resulting in the official announcement of the new location on a parcel of land in the downtown South core. The City of Thunder

Northwest Regional Statistics

Regional Centre: Thunder Bay

Population: 234,820

Area: 436,204 km²

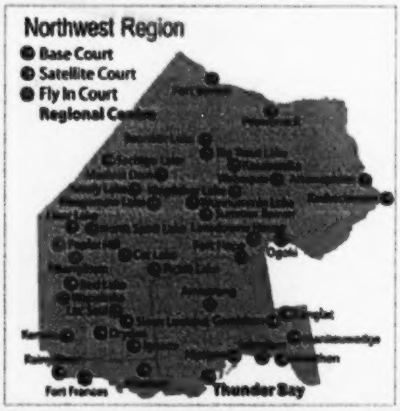
Population Density: 0.5 persons/ km²

Base Court Locations: 5

Satellite Court Locations: 37

Total Court Locations: 42

Population Statistics from Statistics Canada, 2006 Census. Because the Northwest Region crosses census districts, the following assumptions were used to calculate the regional statistics. The population includes the districts of Thunder Bay, Rainy River and Kenora, minus Peawanuck, Attawapiskat and Kashechewan. Population data is not available for Attawapiskat in the 2006 census due to incompletely enumerated Aboriginal reserves. The geographic area includes Thunder Bay and Rainy River, plus 14 percent of the Cochrane district and 73 percent of the Kenora district.



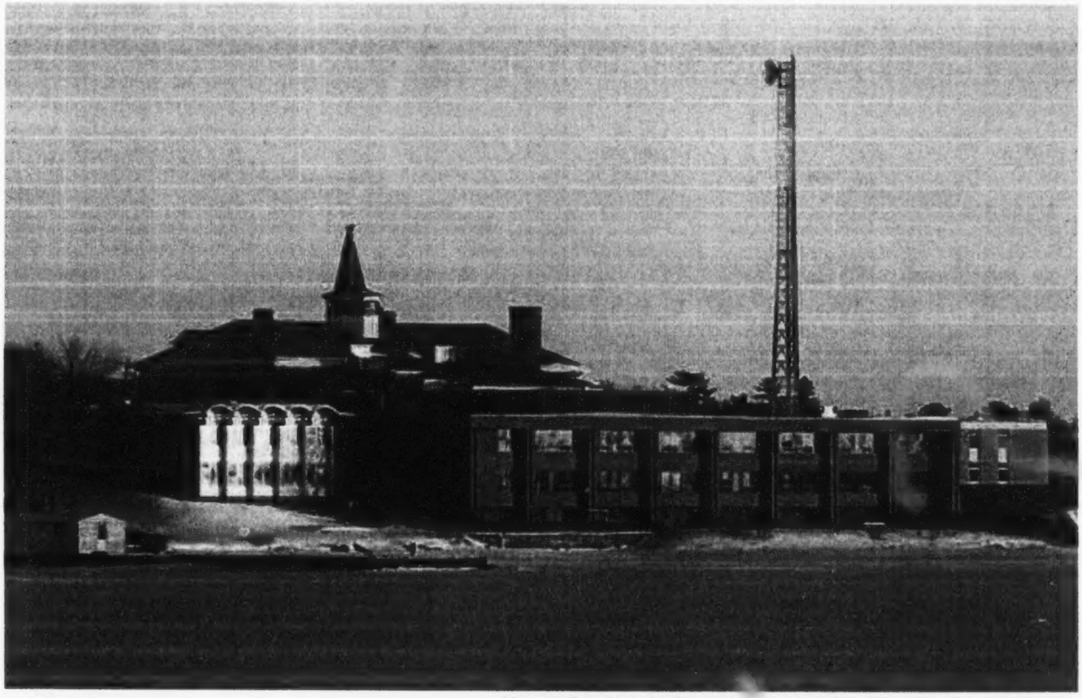
Bay became a fully engaged partner in the development of the facility. The project will meet the needs of the municipality and the Ministry and provide increased access to justice in Thunder Bay for the next 25 years.

In addition to the Thunder Bay Consolidated Courthouse project, construction began in late fall on a new court facility in Sioux Lookout. This new facility will significantly enhance the provision of court services in this unique area.

The Northwest Region has benefited enormously from its partnership with First Nation communities and organizations in the delivery of court services. The Northwest continues to work toward reflecting the diversity of the region in its workforce and in service delivery. The region is now able to provide interpretation in a number of community-specific local dialects as a result of the recruitment, training and mentoring of First Nation interpreters.

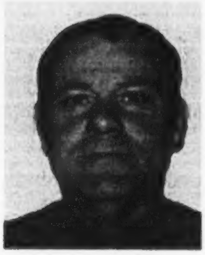
In addition, the Northwest has developed innovative outreach initiatives which are designed to engage First Nation people in the recruitment process. This, in combination with a unique training program, provides an opportunity for First Nation people to be involved, while developing knowledge, skills and experience in the justice system. In order for staff to better understand the uniqueness of the First Nation culture, the region worked with First Nation partners to deliver a cultural sensitivity awareness workshop at a regional staff learning event in Thunder Bay.

The region has taken full advantage of e-learning using video, Microsoft's Live Meeting tool, and learning modules to enhance the Northwest Region's ability to deliver training in an efficient cost effective manner, as part of the region's commitment to support a trained professional workforce.



Kenora Courthouse, Ontario Court of Justice, Superior Court of Justice

Toronto Regional Profile



Lou Bartucci
Acting Director of
Court Operations
Toronto Region

The Toronto Region serves the City of Toronto. With a population of over 2.5 million, the Toronto Region has the highest population density of all Court Services Division regions. The region is ethnically diverse with one in four immigrants to Canada settling in Toronto.

The Toronto Region includes many high-volume courts and key justice system participants, including the Court of Appeal for Ontario; the Offices of the Chief Justices for the Court of Appeal, the Superior Court of Justice and the Ontario Court of Justice; the Provincial Legislature the offices of the Law Society of Upper Canada; and many of the province's largest law firms. The region also houses Ontario's first electronic courtroom for commercial and other non-jury civil matters.

As part of the Ministry's Accessibility Improvement Initiative, the front entrances of both the Superior Court of Justice, Criminal located at 361 University Avenue and the Court of Appeal for Ontario located at Osgoode Hall were reconstructed to provide barrier-free access.

The project at 361 University Avenue was completed in September 2008, while the construction at Osgoode Hall was completed in February 2009. As well, in February 2008, the largest criminal courtroom at 361 University Avenue was modified to include barrier free access. In September 2008, the modifications were completed, including the installation of a lift providing access to both the dais and witness stand, a designated seating area in the body of the courtroom, and barrier-free courtroom doors.

In January 2009, construction commenced at Old City Hall, to divide one large courtroom into two separate courtrooms. In addition, a bail courtroom is being reconfigured to assist in the efficiency of that court. These projects are expected to be completed in April 2009.

A courtroom at the Superior Court of Justice located at 361 University Avenue was upgraded with new technology, including video conferencing monitors on the dais, as well as a witness stand, counsel tables and a court clerk and registrar's desk. Additional upgrades will include plasma screens for jury viewing and a document projector and camera.

In April 2009, the Minister announced the preferred site for the new Toronto West Courthouse.

Toronto Regional Statistics

Regional Centre: 720 Bay Street

Population: 2,503,281

Area: 630 km^2

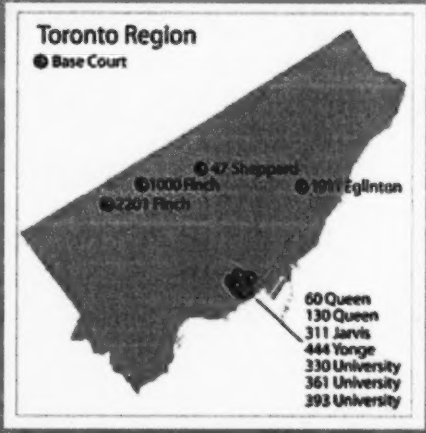
Population Density: 3,973.5 persons/km^2

Base Court Locations: 11

Satellite Court Locations: 0

Total Court Locations: 11

Population Statistics from Statistics Canada, 2006 Census.



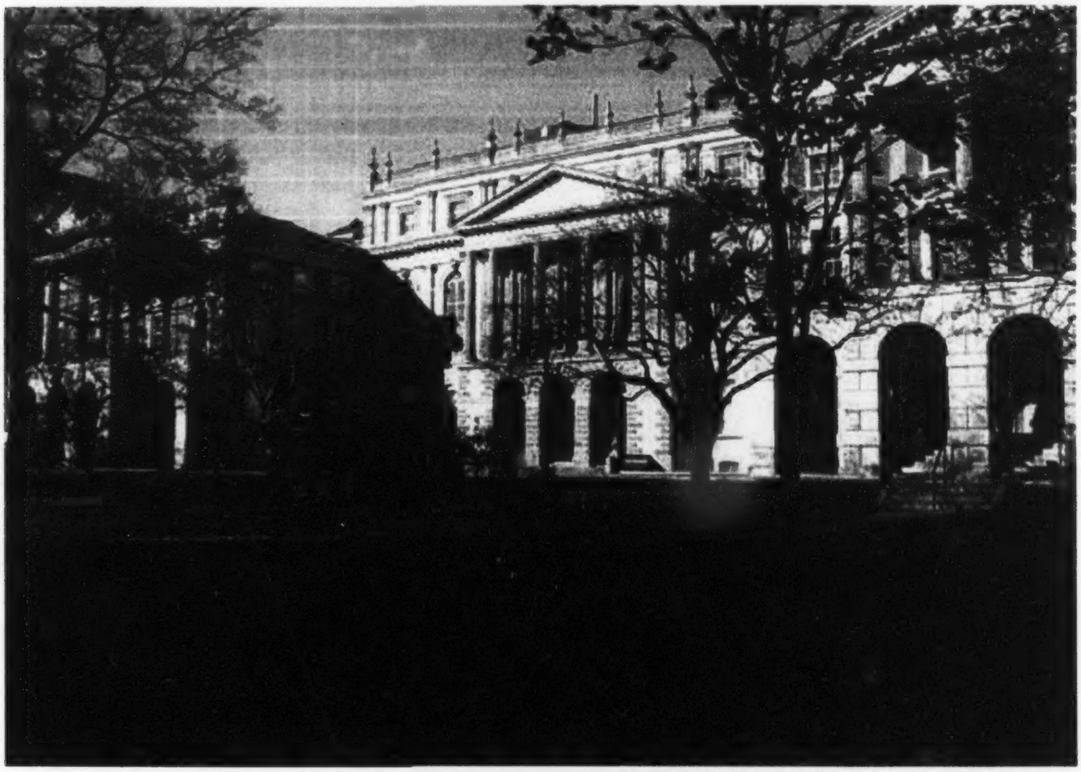
The Vulnerable Witness project was formed to create electronic courtrooms in two of Toronto's downtown court locations: the Ontario Court of Justice, Family at 311 Jarvis Street and the Superior Court of Justice, Criminal at 361 University Avenue. The project's objective is to enhance access to justice by providing a facility for witnesses to give remote testimony from a secure room within the courthouse, eliminating the need for them to be present in the courtroom. This will reduce the apprehension witnesses may experience and ensures greater personal safety and security. The project was fully operational by March 31, 2009.

Over the past year, Toronto Region has been working with the Ministry's Facilities Management Branch to implement the Physical Security Operating Policy in all Toronto Region courthouses. This has included reviewing each courthouse's threat risk assessment and developing physical security plans with stakeholders and consultants to determine the levels of risk and to assess what can be done to enhance security at all facilities in the region.

The Toronto Region is also currently working with the Facillities Management Branch on developing a full Toronto Courts plan.

With the implementation of the Ministry's Justice on Target strategy, the Ontario Court of Justice, Criminal, at 1000 Finch Avenue, was selected as a pilot site to assist in identifying ways to effectively reduce the number of court appearances required to complete a criminal case.

A number of IT initiatives were implemented in Toronto Region in 2008/2009. The Superior Court of Justice, Civil, at 393 University Avenue, implemented the Division's case tracking system, FRANK, in April 2008, and in December 2008 FRANK was implemented at the Superior Court of Justice, Criminal, at 361 University Avenue.



Osgoode Hall, Superior Court of Justice, Court of Appeal

West Regional Profile

Len Griffiths
Director of
Court Operations
West Region

The West Region crosses three Superior Court Judicial regions and includes both large urban and rural farming communities. The West Region is approximately 33,000 kilometres in size and is served by 18 base courts in 13 communities providing full justice support services for criminal, civil, family and small claims court cases. In addition, six satellite court locations operate less frequently than the base courts and offer specific justice services.

The West Region spans a large geographic area in Southwestern Ontario – from Owen Sound down along the shores of Lake Huron to Windsor, then back up the shores of Lake Erie to St. Thomas before heading back to Owen Sound via Kitchener and Guelph. The region also contains two major border crossings between Canada and the United States in Sarnia and Windsor.

The London-based Regional Office houses the Ontario Jury Office, which manages the provision of information to support the selection of jury panels for the province.

By the end of 2008, the London Courthouse was midway through a major facility retrofit project. The latest phase will provide two additional Superior Court of Justice courtrooms, nine judicial chambers, a judicial lounge and library and two settlement conference rooms, one of which will provide remote video testimony. The London courthouse was selected as one of the first action sites for the Ministry's Justice on Target initiative. London continues to be the only Weekend and Statutory Holiday court for the entire region.

In 2008, work at the Windsor courthouses for the Superior Court of Justice and Ontario Court of Justice progressed significantly. The construction of security enhancements to the front entrance was close to completion by year-end. Windsor was the pilot site in the West Region for the implementation of Digital Recording Devices.

Substantial progress was made in 2008/2009 on the Waterloo Region Consolidated Courthouse project. Construction is slated to commence in early 2010 at the site in downtown Kitchener. The region is also awaiting the finalization of a site for the proposed St. Thomas Consolidated Courthouse by the Ontario Realty Corporation.

In keeping with the government's commitment, the West Region continues to make progress towards the successful introduction of automated

West Regional Statistics

Regional Centre: London

Population: 2,210,610

Area: 32,789 km²

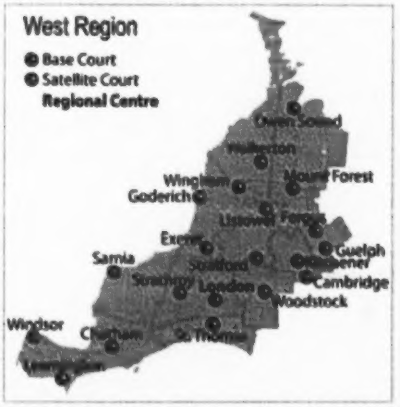
Population Density: 67.4 persons/km²

Base Court Locations: 18

Satellite Court Locations: 6

Total Court Locations: 24

Population Statistics from Statistics Canada, 2006 Census.



external defibrillators at all of the court sites across the region. A major collaborative effort was undertaken by all justice partners at each site to ensure the requisite number of trained personnel are available to respond in emergency situations.

With the leadership and support of the West Region Learning and Development Committee and the efforts of a dedicated learning and development coordinator, the region has successfully completed Integrated Courts Offences Network (ICON) and court reporter training curriculum revisions in addition to ongoing training. The team developed a consistent court clerk and registrar training curriculum and new courses for management and staff on the topics of work-life balance, resume writing and interviewing. The team also introduced a new regional newsletter. In keeping with the region's succession planning strategy, management and leadership development activities were introduced, including identification and grooming of potential leadership candidates.

Owen Sound Courthouse, Ontario Court of Justice, Superior Court of Justice

McMurtry-Scott Building, Toronto, Corporate Offices

Corporate Directors

The Corporate Planning Branch, the Divisional Support Branch, the Criminal/*Provincial Offences Act* (*POA*) Policy and Programs Branch, the Civil Policy and Programs Branch, the Family Policy and Programs Branch, and the Court Business Solutions Branch are managed by Corporate Directors who report to the Assistant Deputy Attorney General.

Corporate Support

The Corporate Planning Branch is responsible for:

- developing operational policy and providing program support to court operations; and
- managing special projects.

The Divisional Support Branch is responsible for:

- managing financial and workforce planning;
- providing human resources and labour relations implementation support;
- leading strategic planning and implementation;
- supporting facilities planning; and
- coordinating public communications.

The Criminal/*POA* Policy and Programs Branch is responsible for:

- developing, implementing and managing legislative, regulatory and administrative initiatives affecting the criminal justice system and the courts which hear *Provincial Offences Act* matters;
- providing policy and program support to criminal court staff;
- providing support to initiatives from the Ministry's Criminal Law Division;
- overseeing, providing policy and operational support to, and acting as a liaison with municipal partners on *Provincial Offences Act* matters;
- providing legal support and advice to senior management on criminal, *POA* and cross-practice area issues;
- supporting judicial and legal appointments, judicial remuneration commissions and public inquiries;
- providing judicial library services;
- providing management information, including court activity statistics; and
- providing research services.

The Civil Policy and Programs Branch is responsible for:

- developing, implementing and managing legislative, regulatory and administrative initiatives with respect to the civil justice system;
- providing policy and program support to civil court staff;
- providing legal support and advice to senior management on civil court issues;
- participating on the Civil Rules Committee; and
- developing, implementing and managing civil justice reform strategies to reduce cost and delay in the civil justice system.

The Family Policy and Programs Branch is responsible for:

- developing, implementing and managing legislative, regulatory and administrative initiatives with respect to the family justice system;
- providing policy and program support to family court staff;
- providing legal support and advice to senior management on family court issues;
- developing, implementing and managing family justice process reform strategies to reduce cost and delay in the family justice system;
- managing family mediation and information services in the Family Court branch of the Superior Court of Justice; and
- participating on Federal/Provincial/ Territorial Family Law Committees and the Family Rules Committee.

The Court Business Solutions Branch is responsible for:

- developing and implementing the information technology components of the Court Services Division multi-year plan;
- planning, developing, implementing and managing large scale, complex information management and business transformation initiatives;
- planning, developing, and implementing information technology systems and accompanying support models to enable the Ministry's mandate of providing a modernized court system;
- acting as liaison with the Division's branches, Justice Technology Services Division and Infrastructure Technology Services while providing leadership in the development and delivery of progressive information technology services; and
- overseeing and supporting the acquisition of the Division's information technology hardware and software.

Corporate Support 2008/2009

Lynn Norris
Director of
Corporate Planning
Branch

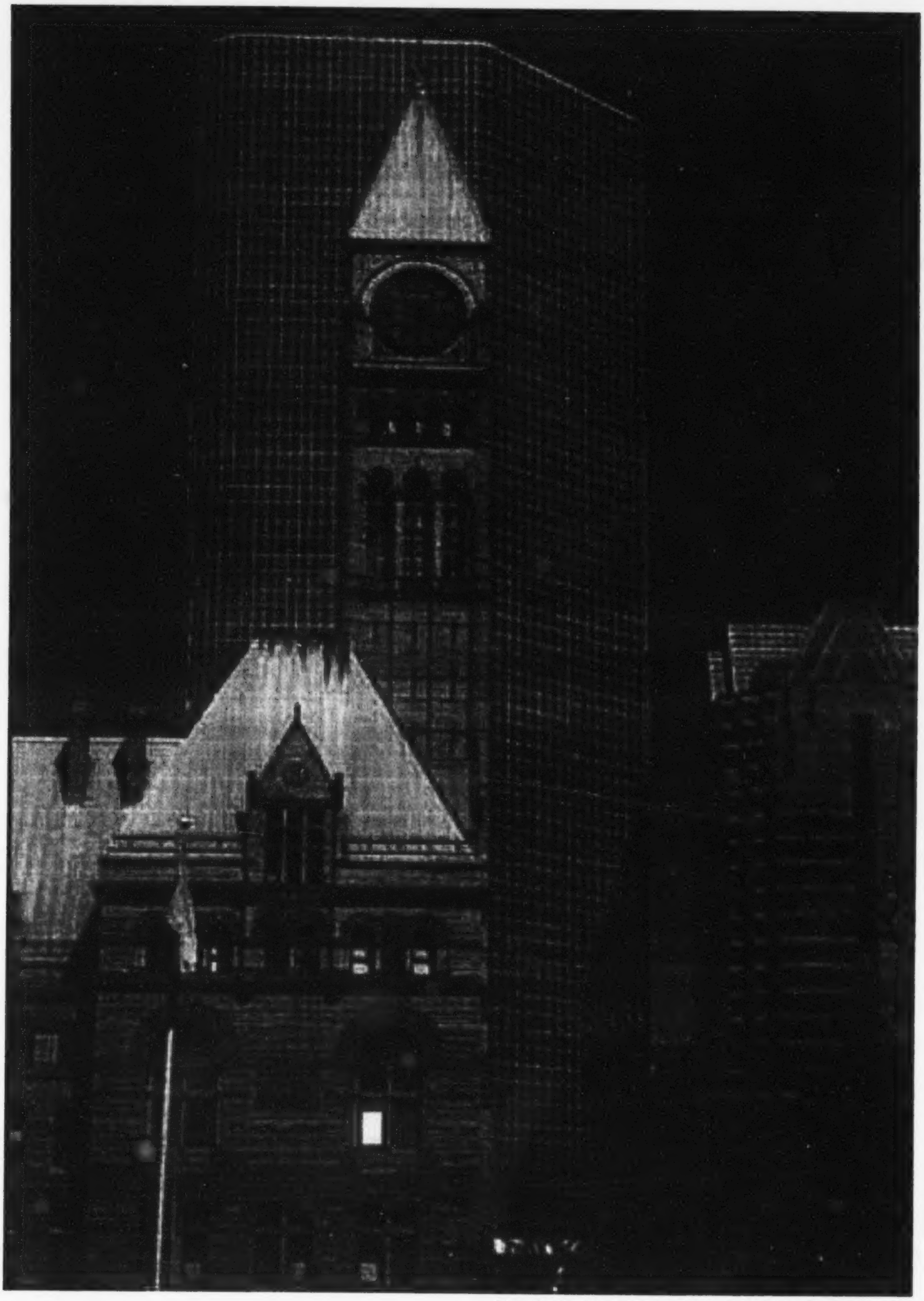
Beverly Leonard
Acting Director of
Divisional Support
Branch

Diana Hunt
Director of
Criminal /
Provincial Offences Act
Policy and Programs
Branch

Susan Charendoff
Director of
Civil Policy and
Programs Branch

Anne Marie Predko
Director of
Family Policy and
Programs Branch

Chris Walpole
Director of
Court Business
Solutions Branch



Toronto Courthouse, Old City Hall, Ontario Court of Justice

Chapter 2
Introduction to Ontario's Courts

Ontario's *Courts of Justice Act* provides the legislative framework for the province's court structure. The Act establishes the jurisdiction of each of the province's three courts: the Court of Appeal for Ontario, the Superior Court of Justice, and the Ontario Court of Justice.

The Court of Appeal for Ontario

The Court of Appeal for Ontario is the highest court in the province. The Court of Appeal for Ontario hears:

- criminal appeals of indictable offences and summary conviction matters;
- civil appeals of final decisions of the Superior Court of Justice;
- family law appeals;
- *POA* matters;
- appeals involving young persons;
- appeals of decisions of the Divisional Court;
- appeals from a certificate of assessment of costs issued in a proceeding in the Court of Appeal for Ontario, on an issue in respect of which an objection was served under the rules of the court;
- inmate appeals (heard on alternate months in Kingston and heard monthly in Toronto); and
- single judge and panel motions.

The Court of Appeal for Ontario sits in Toronto at Osgoode Hall. The Court consists of a federally appointed Chief Justice of Ontario, Warren K. Winkler; an Associate Chief Justice of Ontario, Dennis O'Connor; 22 regular judges and two supernumerary judges.

Appeals are heard by a panel of three or five judges. Decisions from the Court of Appeal may be further appealed to the Supreme Court of Canada, with leave.

The Superior Court of Justice

The Superior Court of Justice hears:

- criminal prosecutions of indictable offences;
- some criminal prosecutions involving young persons;

> *"The open court principle is a key element of our democratic society. Ensuring that the right of the public to be present at judicial proceedings and to have access to the information upon which a disposition is made promotes public confidence and enhances the accountability of the court system. While judges are required to make fair, timely, open and impartial decisions, court administrators are responsible for overseeing the administrative and operational supports that further a transparent and effective court system. Regardless of what role one plays in the court system, it is incumbent on all of us to advance the delivery of timely, open, accessible and accountable services to the public."*
>
> **The Honourable Warren K. Winkler**
> Chief Justice of Ontario

- summary conviction appeals from the Ontario Court of Justice;
- bail reviews;
- all civil proceedings (civil claims under \$10,000[1] are dealt with in small claims court, a branch of the Superior Court); and
- family law disputes involving divorce or property claims, child and spousal support, and custody and access claims (where the Family Court branch of the Superior Court of Justice exists, the Superior Court hears all family cases, including child protection and adoption matters).

The Superior Court of Justice sits in 49 permanent court locations in Ontario. The Court is led by Chief Justice Heather Forster Smith. Justice J. Douglas Cunningham is the Associate Chief Justice. Subject to the authority of the Chief Justice, eight regional senior judges oversee scheduling and judicial issues in Ontario's judicial regions. The senior judge of the Family Court also advises the Chief Justice on matters related to family justice throughout the province. Most of the judicial locations in Ontario also have a local administrative judge who oversees the judicial administrative issues at that specific location on behalf of the Court.

Divisional Court

The Divisional Court is a branch of the Superior Court of Justice and is one of the busiest and most efficient appellate level Courts in all of Canada. The branch is the primary forum for the judicial review of government action in Ontario and also has some civil appellate jurisdiction. For example, the Divisional Court hears appeals and reviews of decisions from several hundred governmental agencies, boards and commissions. The Divisional Court also hears some civil appeals under \$50,000.

The Divisional Court sits in various locations with either one or three judges depending on the type of proceeding. The Court includes the Chief Justice of the Superior Court of Justice, the Associate Chief Justice of the Superior Court of Justice and other judges appointed from the Superior Court of Justice.

> *"We are doing a lot of good work and making tremendous strides in addressing the question of the performance of the justice system. We are developing best judicial practices and practice directions. We are working with Rules Committees to make procedures as simple and efficient as possible. We are using the many statistical resources available to the judiciary to effectively discharge our judicial responsibility for assignment and scheduling. We are doing all of these things within a new collaborative framework in Ontario, typified by our recently completed Memorandum of Understanding between the Chief Justice of the Superior Court and Attorney General of Ontario.*
>
> *The judiciary has a pivotal role to play in ensuring access to justice and in upholding the rule of law. In Ontario, we are fulfilling that role pro-actively and dynamically to ensure that everyone has timely and meaningful access to justice."*
>
> **The Honourable Heather Forster Smith**
> Chief Justice of the Superior Court of Justice
> Speech to the Association of Canadian Courts' Administrators August 2008,
> St. John's Newfoundland

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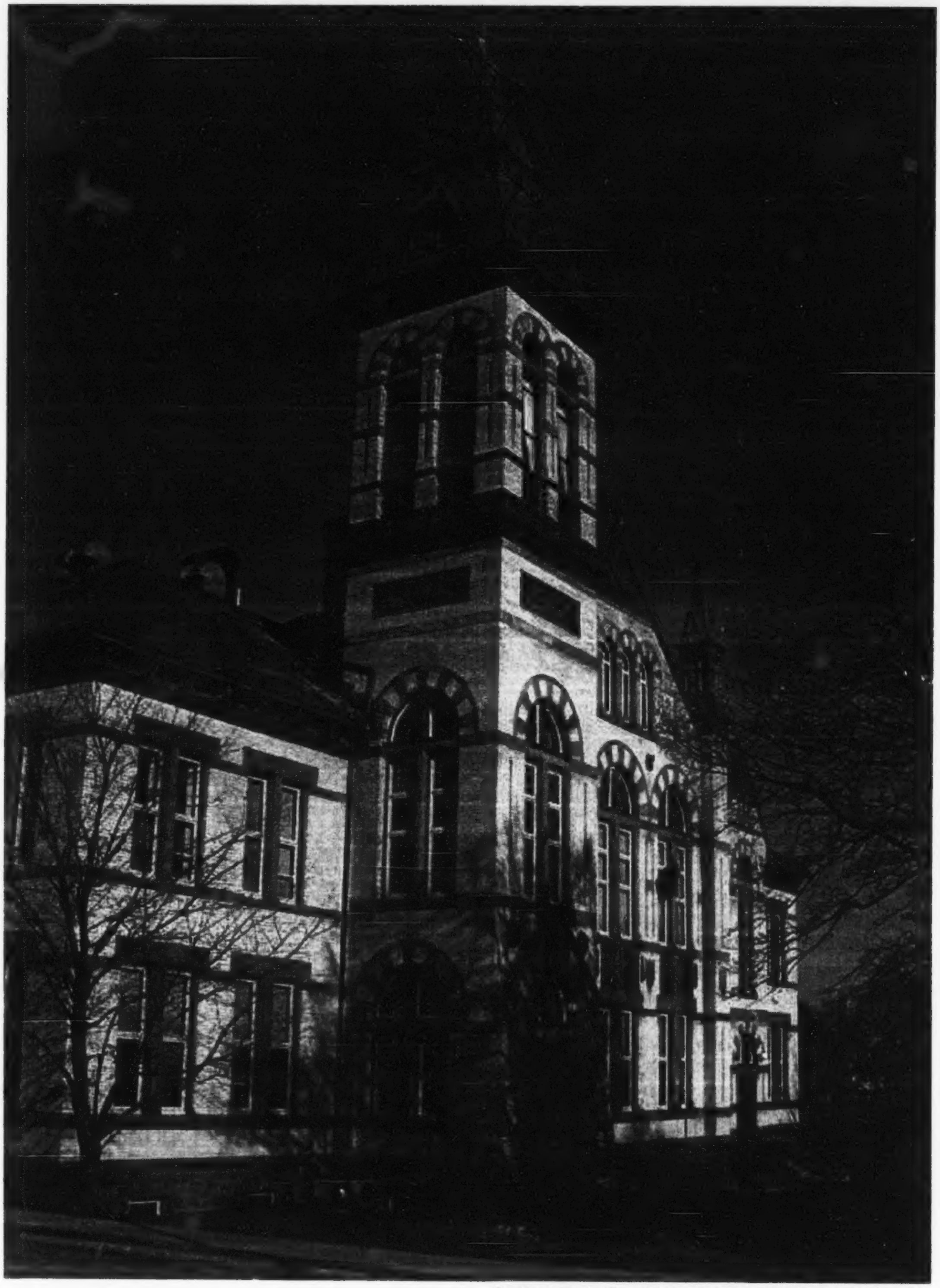
[1] As of January 1, 2010, the monetary limit of the small claims court will increase from \$10,000 to \$25,000.



Stratford (Perth County) Courthouse, Superior Court of Justice

> *"A court can accomplish what it does only because of the able assistance of those who work in its courtrooms. On behalf of the judges and justices of the peace, I thank the staff and management of the Court Services Division who so willingly and ably assist in managing the Courts, and the local police services who handle courthouse security."*
>
> **The Honourable Annemarie E. Bonkalo**
> Chief Justice of the Ontario Court of Justice
> Opening of the Courts, Toronto, September 9, 2008

In some areas, the Family Court, a branch of the Superior Court of Justice, provides a single court for all family matters, including divorce, division of property, child protection, adoption, child and spousal support, and child custody and access matters. Special services provided at the Family Court include Family Law Information Centres, Supervised Access Centres, mediation services and parent information sessions.

The Family Court has been established in 17 municipalities across the province. Where the single Family Court does not exist, jurisdiction over family law matters is divided between the Superior Court of Justice and the Ontario Court of Justice.

Small Claims Court

The small claims court is another branch of the Superior Court of Justice. The Court currently hears civil actions for claims up to $10,000. The jurisdiction of the Court will rise to $25,000 in January 2010. Frequently referred to as the "people's court," the small claims court offers streamlined procedures and affordable access to justice, and hears almost half of all the civil proceedings in the province. The small claims court is primarily presided over by senior lawyers appointed to serve as deputy judges. There are also a small number of permanently appointed small claims court judges.

The Ontario Court of Justice

All criminal cases are commenced in the Ontario Court of Justice and over 95 percent of such cases are completed in this Court. Ontario Court judges and justices of the peace sit in over 170 locations across the province. Judges of the Court hear:

- criminal prosecutions of indictable and summary conviction offences;
- most criminal prosecutions involving young persons;
- *Provincial Offences Act* appeals from the decisions of justices of the peace; and
- in areas where the Family Court branch of the Superior Court of Justice does not exist, the Ontario Court of Justice hears child protection applications, family law disputes involving custody, access and support, and adoption applications.

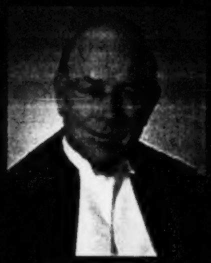
Justices of the peace hear:

- bail hearings;
- first appearance matters; and
- prosecutions of provincial offences.

The Court is led by Chief Justice Annemarie E. Bonkalo. Associate Chief Justice Peter Griffiths and Associate Chief Justice/Coordinator of Justices the Peace John Andrew Payne provide support to the Chief Justice and have special delegated responsibilities as well as those set out by statute.

For the purposes of judicial administration of the Ontario Court of Justice, the province is divided into seven geographic regions, each of which has a regional senior judge and a regional senior justice of the peace. Across the province, local administrative judges and justices of the peace assist the regional senior judges and regional senior justices of the peace, respectively.

THE JUDICIARY
2008/2009



The Honourable
Warren K. Winkler
Chief Justice of Ontario

The Honourable
Dennis R. O'Connor
Associate Chief Justice
of Ontario

The Honourable
Heather Forster Smith
Chief Justice of the
Superior Court of Justice

The Honourable
J. Douglas Cunningham
Associate Chief Justice of the
Superior Court of Justice

The Honourable
Annemarie E. Bonkalo
Chief Justice of the
Ontario Court of Justice

The Honourable
Peter Douglas Griffiths
Associate Chief Justice of the
Ontario Court of Justice

The Honourable
John Andrew Payne
Associate Chief Justice of the Ontario
Court of Justice / Coordinator of Justices of
the Peace

Osgoode Hall, Toronto, Court of Appeal, courtroom

Judicial Complement (as of March 31, 2009)

Court	Judicial Official	Complement
Court of Appeal for Ontario	Judges of the Court of Appeal for Ontario (Full-time)	22
	Judges of the Court of Appeal for Ontario (Supernumerary)	2
Superior Court of Justice	Judges of the Superior Court of Justice (Full-time)	229
	Judges of the Superior Court of Justice (Supernumerary)	71
	Judges of the Small Claims Court (Full-time)	1
	Judges of the Small Claims Court (Part-time)	2
	Deputy Judges of the Small Claims Court	400
	Traditional Masters (Full-time)	1
	Traditional Masters (Part-time)	2
	Case Management Masters	16
Ontario Court of Justice	Judges of the Ontario Court of Justice (Full-time)	287
	Judges of the Ontario Court of Justice (Part-time)	36
	Justices of the Peace	345
	Justices of the Peace (Per Diem)	28

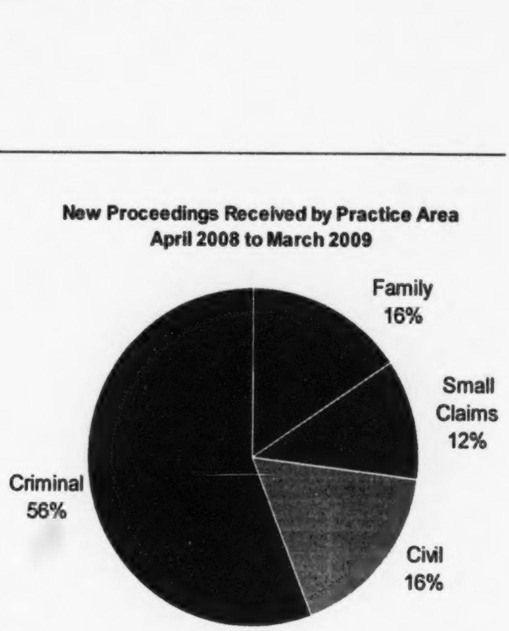
Chapter 3
2008/2009 Court Activity

2008/2009 Court Activity Statistical data about court activity is extracted from three operational systems in use in Ontario. Criminal statistics for the Ontario Court of Justice are extracted from an operational system called ICON.

Statistical data for other courts are obtained from the new FRANK system. The FRANK court case tracking system was developed as a standard operational system for Ontario's courts. The system collects data and facilitates tracking activity for civil, family, small claims, and criminal proceedings in the Superior Court of Justice. As of March 31, 2008, all court locations, with the exception of Toronto, used FRANK to track court activities. SUSTAIN was used in Toronto until mid-2008.

Province-wide combined data from the FRANK and SUSTAIN systems became available as of April 1, 2005 and has replaced the data for proceedings in the Superior Court of Justice that was previously reported. Older court statistics derived from previous data are not comparable with data from the new system. Therefore, only data from 2005/2006 to 2008/2009 are included in this report for those practice areas. We will once again be able to report five-year trends in these practice areas starting in fiscal year 2009/2010.

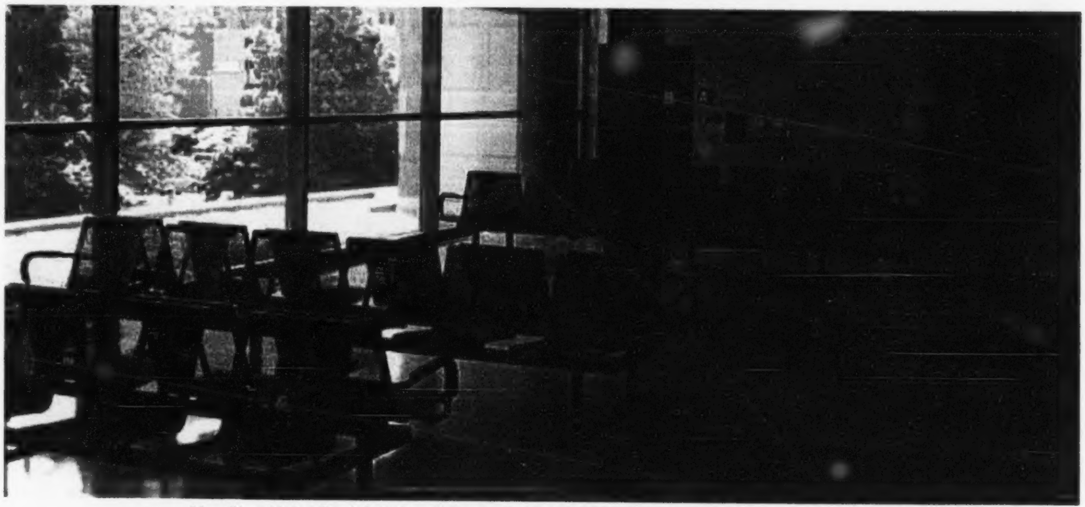
New Proceedings Received by Practice Area
April 2008 to March 2009



This chapter highlights some of the trends that Court Services Division is currently tracking for all practice areas. More information and definitions are included in Appendix B.

New Proceedings Received by Practice Area

In 2008/2009, criminal matters comprised over half of all new proceedings, followed by civil and family matters, which accounted for 16 percent each, and small claims court proceedings, which comprised 12 percent.



Hamilton (John Sopinka) Courthouse, Ontario Court of Justice, Superior Court of Justice, public waiting areas

The Criminal Courts
Ontario Court of Justice

Five Year Trends

Charges Received, Disposed, and Pending

All criminal charges are initially filed in the Ontario Court of Justice, where most of those charges are also disposed of. Some charges proceed to the Superior Court of Justice by way of indictment.

In 2008/2009, the Ontario Court of Justice received over 600,000 criminal charges.* Adult *Criminal Code of Canada* charges comprised 77.5 percent of total charges received, while adult federally prosecuted charges comprised nine percent and youth charges 13 percent.

Over the past five fiscal years, the number of charges received increased by 10 percent. Adult *Criminal Code of Canada* charges increased by 11 percent, while youth charges remained relatively stable.

The Court disposed of 10 percent more charges last year than it did in 2004/2005, with adult *Criminal Code of Canada* and federally prosecuted charges accounting for most of the increase (by 12 percent and 13 percent respectively).

The number of all charges pending increased by 14 percent. Over the past five years, the number of charges pending for adult *Criminal Code of Canada* and federally prosecuted charges increased by 15 percent and 12 percent, respectively.

Events

An event is a court appearance. Over the past five years, events heard in the Ontario Court of Justice have increased by 21 percent.

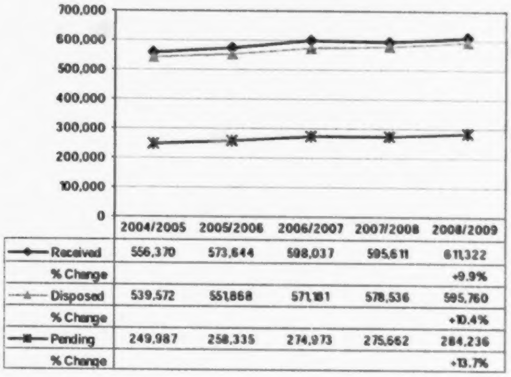
**Criminal events heard in the Ontario Court of Justice are collected for each charge that was before the court. For example, if a person has been charged with two offences, the courts database shows two events for each court appearance.*

Courtroom Operating Hours**

Province-wide, courtroom operating hours increased by six percent.

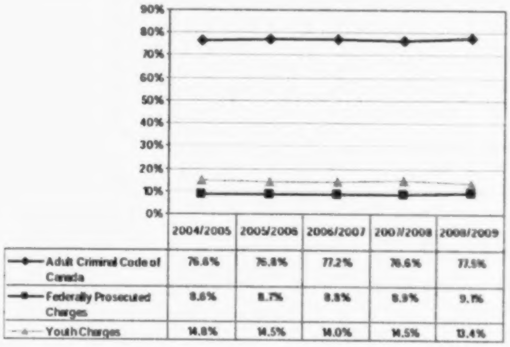
*** Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.*

Charges Received, Disposed, and Pending in the Ontario Court of Justice 2004/2005 to 2008/2009



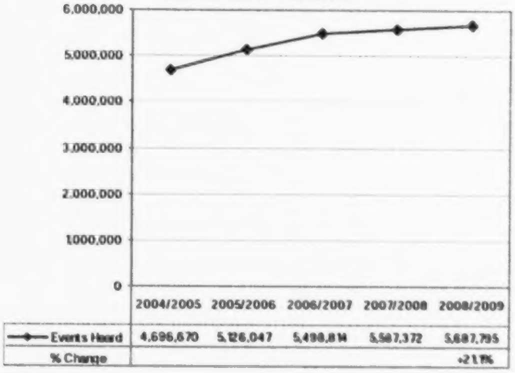
	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009
Received	556,370	573,644	598,037	595,611	611,322
% Change					+9.9%
Disposed	539,572	551,868	571,181	578,536	595,760
% Change					+10.4%
Pending	249,987	258,335	274,973	275,662	284,236
% Change					+13.7%

Percent of Charges Received by Statute in the Ontario Court of Justice 2004/2005 to 2008/2009



	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009
Adult Criminal Code of Canada	76.6%	76.8%	77.2%	76.6%	77.5%
Federally Prosecuted Charges	8.6%	8.7%	8.8%	8.9%	9.1%
Youth Charges	14.8%	14.5%	14.0%	14.5%	13.4%

Events Heard in the Ontario Court of Justice 2004/2005 to 2008/2009



	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009
Events Heard	4,696,670	5,126,047	5,498,814	5,587,372	5,687,795
% Change					+21.1%

The Criminal Courts
Superior Court of Justice

Four Year Trends *

Cases Received, Disposed, and Pending

In 2008/2009, the Superior Court of Justice received 4,060 criminal cases and disposed of 3,634 cases (indictments and appeals). Both cases received and cases disposed decreased over the last four years (by 16 percent and 12 percent, respectively). As of March 2009, 4,066 criminal cases were pending.

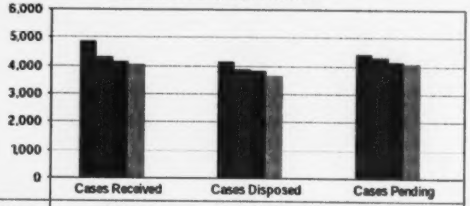
Courtroom Operating Hours **

Courtroom operating hours increased by three percent.

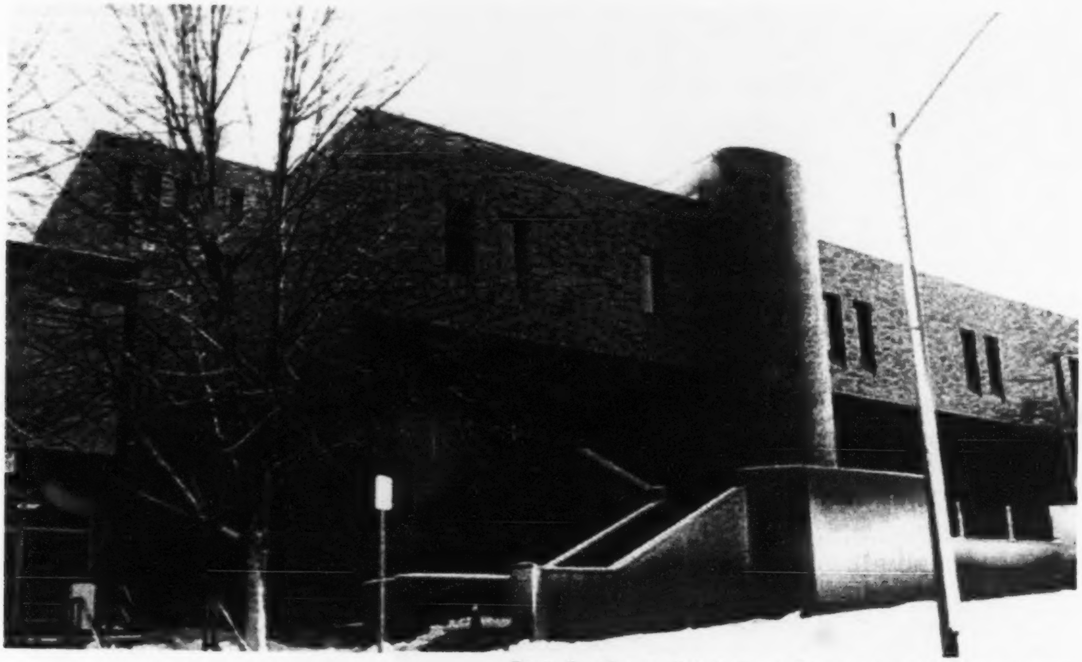
** Older court statistics derived from previous data are not comparable with data from the new system. Therefore, only data from 2005/2006 to 2008/2009 are included in this report for those practice areas. We will once again be able to report five-year trends in these practice areas starting in fiscal year 2009/2010.*

*** Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.*

Cases Received, Disposed, and Pending in the Superior Court of Justice, Criminal



	Cases Received	Cases Disposed	Cases Pending
■ 2005/2006	4,837	4,147	4,424
■ 2006/2007	4,297	3,849	4,331
■ 2007/2008	4,141	3,824	4,164
■ 2008/2009	4,060	3,634	4,066
%Change	-16.1%	-12.4%	-8.1%



Barrie Courthouse, Ontario Court of Justice, Superior Court of Justice

The Civil Courts

Four Year Trends

New Proceedings

In 2008/2009, there were 94,307 new civil proceedings initiated in the Superior Court of Justice, up 19.5 percent from 2005/2006. This increase in the number of new civil proceedings is partially due to the inclusion of Ottawa's bankruptcy matters in civil statistics beginning December 10, 2007, when the Ottawa civil court moved over to a new operational system.

Net of Ottawa's bankruptcy matters, new civil proceedings increased by 15 percent over the last four years.

In 2008/2009, approximately 1,270 of new civil proceedings were heard in the Divisional Court.

Events Heard

Over the last four years, the number of civil events heard increased by eight percent. This increase is partially due to the inclusion of Ottawa's bankruptcy matters in civil statistics beginning December 10, 2007, when the Ottawa civil court moved over to a new operational system.

Net of Ottawa's bankruptcy matters, the number of civil events heard increased by six percent over the last four years.

Civil Mediation

Mandatory mediation is a feature of civil case management in Toronto*, Ottawa and Windsor. Full settlement rates for mandatory mediation in Ottawa and Windsor have remained stable at approximately 40 percent.

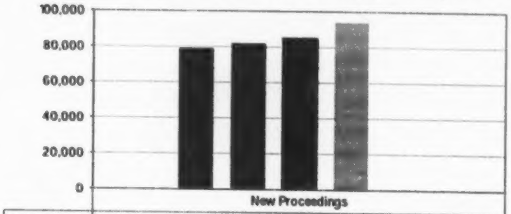
Courtroom Operating Hours**

Courtroom operating hours have decreased by seven percent.

** Statistics for Toronto are currently unavailable.*

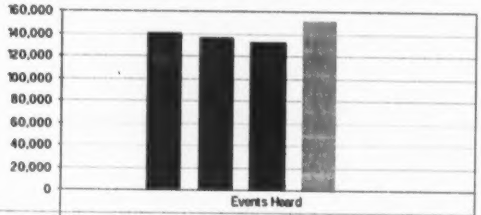
***Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.*

New Proceedings in the Superior Court of Justice, Civil



	New Proceedings
■ 2005/2006	78,898
■ 2006/2007	82,107
■ 2007/2008	85,416
■ 2008/2009	94,307
%Change	+19.5%

Events Heard in the Superior Court of Justice, Civil



	Events Heard
■ 2005/2006	140,276
■ 2006/2007	136,375
■ 2007/2008	132,047
■ 2008/2009	152,034
%Change	+8.4%

The Family Courts

Four Year Trends

Overview of Family Proceedings

Family matters are heard in the Superior Court of Justice, the Family Court branch of the Superior Court of Justice, and the Ontario Court of Justice. In 17 locations, the Family Court branch of the Superior Court hears all family matters. In the rest of the province, family matters are heard in either the Superior Court of Justice or the Ontario Court of Justice, depending on the claims made in the case.

New Proceedings

In 2008/2009, the family courts received 86,238 new family proceedings. Of these, 11,130 (13 percent) were child protection proceedings under the *Child and Family Services Act*. The total number of new family proceedings decreased by five percent since 2005/2006, and new child protection proceedings decreased by 20 percent.

Events Heard

In 2008/2009, there were 313,470 events heard in the family courts, of which 23 percent were events heard in child protection proceedings. Since 2005/2006, the total number of family events heard has remained relatively stable, while child protection events heard decreased by six percent.

Time to Disposition for Child Protection Proceedings

Since 2005/2006, the percentage of child protection proceedings that took more than four months to be disposed increased from 41 percent to 48 percent in 2008/2009.

Mediation

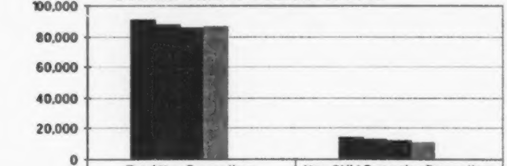
Family mediation rates for full and partial settlement increased slightly from 79 percent in 2004/2005 to 81 percent in 2008/2009.

Courtroom Operating Hours*

Since 2005/2006, courtroom operating hours have increased by 3.6 percent.

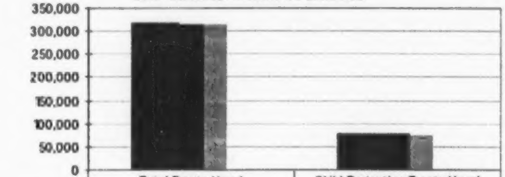
Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.

New Family Proceedings in the Superior Court of Justice, the Family Court Branch of the Superior Court of Justice, and the Ontario Court of Justice



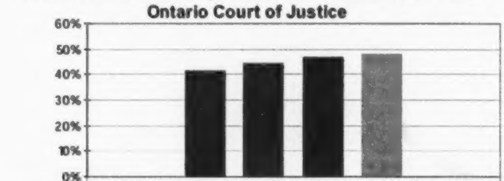
	Total New Proceedings	New Child Protection Proceedings
■ 2005/2006	90,762	13,979
■ 2006/2007	88,174	13,086
■ 2007/2008	85,688	12,286
■ 2008/2009	86,238	11,130
%Change	-5.0%	-20.4%

Family Events Heard in the Superior Court of Justice, the Family Court Branch of the Superior Court of Justice, and the Ontario Court of Justice



	Total Events Heard	Child Protection Events Heard
■ 2005/2006	317,308	77,589
■ 2006/2007	316,960	76,583
■ 2007/2008	315,852	77,587
■ 2008/2009	313,470	72,783
%Change	-1.2%	-6.2%

Percentage of Child Protection Proceedings that Took More Than Four Months to be Disposed in the Family Court Branch of the Superior Court of Justice, and the Ontario Court of Justice



	%of Child Protection Cases That Took More Than 4 Months to Dispose
■ 2005/2006	41%
■ 2006/2007	44%
■ 2007/2008	47%
■ 2008/2009	48%

Sault Ste. Marie Courthouse, Ontario Court of Justice, Superior Court of Justice

The Family Courts
Superior Court of Justice

New Proceedings

Since 2005/2006, the number of new family proceedings commenced in the Superior Court of Justice decreased by four percent.

Events Heard

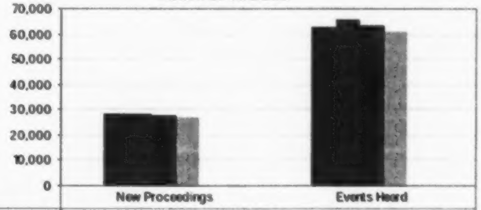
Over the last four years the number of events heard decreased by three percent.

Courtroom Operating Hours*

Courtroom operating hours increased by 13 percent.

***** Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.*

New Family Proceedings and Events Heard in the Superior Court of Justice



	New Proceedings	Events Heard
■ 2005/2006	28,482	62,476
■ 2006/2007	28,613	65,543
■ 2007/2008	27,521	63,082
■ 2008/2009	27,432	60,805
%Change	-3.7%	-2.7%

Family Court branch of the Superior Court of Justice

New Proceedings

Since 2005/2006, the total number of new proceedings commenced in the Family Court branch of the Superior Court of Justice has decreased by three percent, and new child protection proceedings commenced decreased by 19 percent.

Events Heard

In the past four years, the total number of family events heard decreased by three percent, while child protection events heard decreased by 10 percent.

Time to Disposition for Child Protection Proceedings

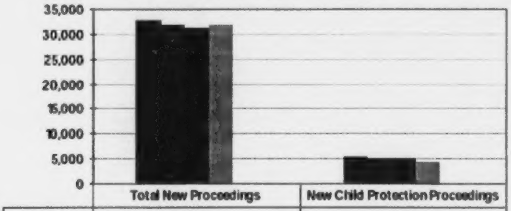
The percentage of child protection proceedings that took more than four months to be disposed increased from 41 percent in 2005/2006 to 44 percent in 2008/2009.

Courtroom Operating Hours*

Courtroom operating hours decreased by four percent.

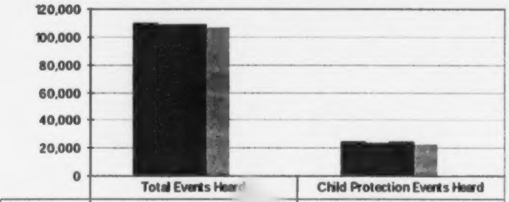
**** Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.***

New Family Proceedings in the Family Court Branch of the Superior Court of Justice



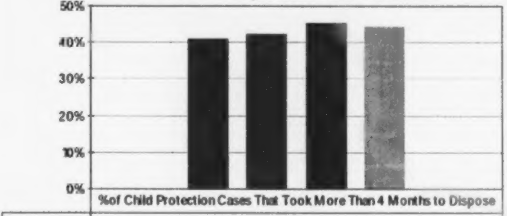
	Total New Proceedings	New Child Protection Proceedings
■ 2005/2006	32,669	5,288
■ 2006/2007	31,771	4,974
■ 2007/2008	31,371	4,928
■ 2008/2009	31,758	4,288
%Change	-2.8%	-18.9%

Family Events Heard in the Family Court Branch of the Superior Court of Justice



	Total Events Heard	Child Protection Events Heard
■ 2005/2006	110,244	24,888
■ 2006/2007	108,917	23,905
■ 2007/2008	108,964	24,434
■ 2008/2009	106,989	22,335
%Change	-3.0%	-10.3%

Percentage of Child Protection Proceedings that Took More Than Four Months to be Disposed in the Family Court Branch of the Superior Court of Justice



	%of Child Protection Cases That Took More Than 4 Months to Dispose
■ 2005/2006	41%
■ 2006/2007	42%
■ 2007/2008	45%
■ 2008/2009	44%

The Family Courts
Ontario Court of Justice

New Proceedings

In the last four years, the total number of new family proceedings commenced in the Ontario Court of Justice decreased by nine percent, and new child protection proceedings commenced decreased by 21 percent.

Events Heard

Since 2005/2006, the total number of family events heard has remained relatively stable, while child protection events heard decreased by four percent.

Time to Disposition for Child Protection Proceedings

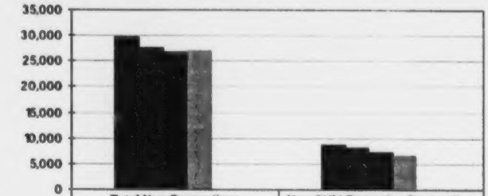
The percentage of child protection proceedings that took more than four months to be disposed increased from 41 percent in 2005/2006 to 50 percent in 2008/2009.

Courtroom Operating Hours*

Courtroom operating hours increased by seven percent.

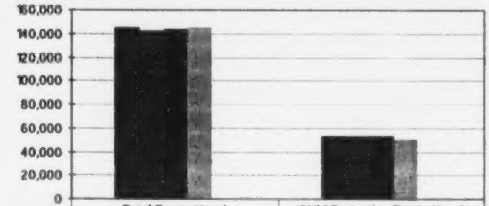
**** Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.***

New Family Proceedings in the Ontario Court of Justice



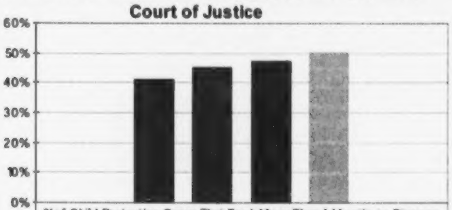
	Total New Proceedings	New Child Protection Proceedings
■ 2005/2006	29,611	8,691
■ 2006/2007	27,790	8,112
■ 2007/2008	26,796	7,358
▨ 2008/2009	27,048	6,842
%Change	-8.7%	-21.3%

Family Events Heard in the Ontario Court of Justice



	Total Events Heard	Child Protection Events Heard
■ 2005/2006	144,588	52,701
■ 2006/2007	142,500	52,678
■ 2007/2008	143,806	53,153
▨ 2008/2009	145,676	50,448
%Change	+0.8%	-4.3%

Percentage of Child Protection Proceedings that Took More Than Four Months to be Disposed in the Ontario Court of Justice



	%of Child Protection Cases That Took More Than 4 Months to Dispose
■ 2005/2006	41%
■ 2006/2007	45%
■ 2007/2008	48%
▨ 2008/2009	50%

Small Claims Court

Four Year Trends

New Proceedings

40 percent of all civil cases commenced in 2008/2009 were small claims court claims.

In 2008/2009, 63,753 new cases were filed in the small claims court, a decrease of 15 percent from 2005/2006.

Events Heard

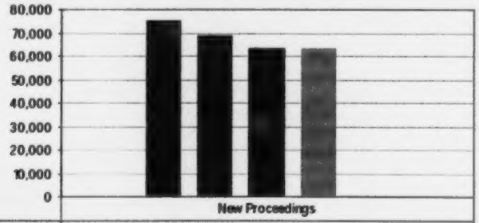
Over the past four years, events heard decreased by nine percent.

Courtroom Operating Hours*

Since 2005/2006, courtroom operating hours remained relatively stable.

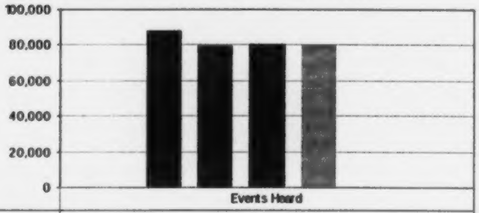
***** Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff. Activity outside of the courtroom is not captured.***

New Proceedings in Small Claims Court



	New Proceedings
■ 2005/2006	75,299
■ 2006/2007	68,863
■ 2007/2008	63,633
■ 2008/2009	63,753
%Change	-15.3%

Events Heard in Small Claims Court



	Events Heard
■ 2005/2006	87,999
■ 2006/2007	79,878
■ 2007/2008	80,087
■ 2008/2009	80,216
%Change	-8.8%

The Court of Appeal

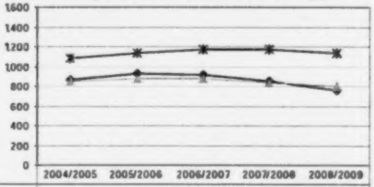
Criminal Appeals

In the last five years, the number of criminal appeals filed decreased by 12 percent, while appeals disposed decreased by seven percent. Over the last five fiscal years, the number of appeals pending increased by five percent.

Civil and Family Appeals

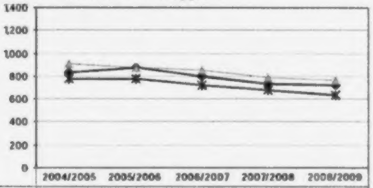
In the last five years, the number of civil and family appeals filed and disposed decreased by 12 percent and 15.5 percent respectively. Over the last five years, the number of appeals pending decreased by 17.5 percent.

Criminal Appeals Filed and Disposed in the Ontario Court of Appeal



	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009
Appeals Filed	859	934	911	851	756
%Change					-12.0%
Appeals Disposed	856	878	877	842	799
%Change					-6.7%
Appeals Pending as of Mar. 31	1,078	1,134	1,168	1,177	1,134
%Change					+5.2%

Civil and Family Appeals Filed and Disposed in the Ontario Court of Appeal



	2004/2005	2005/2006	2006/2007	2007/2008	2008/2009
Appeals Filed	827	874	799	730	726
%Change					-12.2%
Appeals Disposed	909	870	849	783	768
%Change					-15.5%
Appeals Pending as of Mar. 31	773	777	727	680	638
%Change					-17.5%

Chapter 4
2008/2009 Operational Overview

The Criminal Courts

Access to Court Records

During the past year, the Court Services Division reviewed its policies on access to court records. Extensive legal review and analysis were undertaken in preparation for changes to the Division's *Policies and Procedures on Public Access to Court Files, Documents and Exhibits* that was launched in April 2009. New policies were implemented in January 2009 to ensure that court lists for all *Youth Criminal Justice Act* matters were made publicly available in each courthouse.

Problem Solving Courts

The Ontario Court of Justice has a number of courts that focus on the needs of particular accused persons and/or victims. Ontario has had the following specialized courts in place for over a decade:

- Domestic Violence Court;
- Mental Health Court and court programs;
- Drug Treatment Court; and
- Gladue Court for Aboriginal offenders.

The Division helps ensure the smooth operation and evolution of these courts and their support services. Each court differs, depending on its primary focus, but all are engaged in "problem-solving" by addressing the reasons the accused person is before the court and developing strategies to address these causes, while at the same time promoting accountability.

Domestic Violence Courts

The goals of the Domestic Violence Court program are to intervene early in the cycle of domestic violence, improve support to victims, hold offenders accountable, and investigate and prosecute domestic violence cases more effectively.

In a Domestic Violence Court program, teams of specialized personnel, including police, Crown Attorneys, Victim/Witness Assistance Program staff, probation services, Partner Assault Response program staff and community agencies, work together to ensure priority is given to the safety and needs of domestic assault victims and their children.

As of 2008, the Domestic Violence Court program operates across the province. Primary responsibility for the program is with the Ontario Victim Services Secretariat and the Criminal Law Division.

Mental Health Court Programs

Mental Health Court programs currently exist in Scarborough, Etobicoke, North York, Brampton, Brockville, York Region, Kitchener/Waterloo, London, Windsor, Sudbury, Owen Sound and Ottawa, in addition to a full-time Mental Health Court at Old City Hall in Toronto. Youth Mental Health Court programs operate in Ottawa and London.

The Division continues to work with the Criminal Law Division's new Mental Health Directorate, (created in the fall 2008) and the ministries of Health and Long-Term Care, Community Safety and Correctional Services and Children and Youth Services to address challenges faced by persons with mental health issues who become involved in the criminal justice system. The Division actively supported the Innovation Fund application of the Ministry of Community Safety and Correctional Services for equipment to expand the use of video assessments between designated mental health facilities and correctional facilities.

The Division continues to participate in an inter-ministerial initiative, which was responsible for a $20.4 million provincial government investment announced by the Ministry of Health and Long-Term Care (MOHLTC) in April 2006 to improve access to services for persons with mental health issues who are in the criminal court system. This investment brought the total MOHLTC forensic mental health funding to over $135 million per year.

We continue to identify court regions that are under serviced in the provision of forensic mental health services and determine how those gaps may be addressed. Expansion of psychiatric fitness clinics in correctional facilities and the use of "telepsychiatry" to undertake psychiatric fitness assessments are options under review to ensure that timely and effective mental fitness assessments are provided as required in the *Criminal Code of Canada*.

Drug Treatment Court

Drug Treatment Courts have been in place in Toronto since 1998 and in Ottawa since 2006. The Courts take a multidisciplinary approach to treatment and rehabilitation of offenders who use drugs and commit crimes. Federal government prosecutors and federal funding support these courts.

Gladue Court

Since 2001, three courts in Toronto have operated Gladue Courts while other courts in Ontario have "Gladue initiatives." The Gladue Court identifies Aboriginal offenders for bail, guilty pleas and sentencing matters.

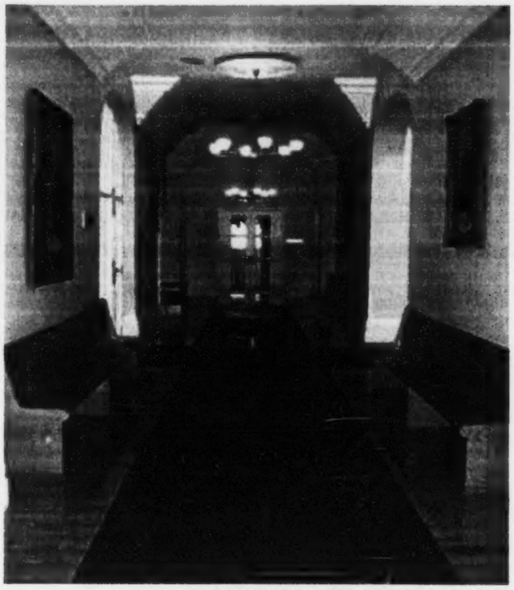
It also uses specially funded staff from Aboriginal Legal Services of Toronto who bring specialized expertise and resources to the Court, particularly in the preparation of specialized pre-sentence reports. Aboriginal Legal Services of Toronto also provides Gladue services to clients appearing in courts in the Greater Toronto Area, Hamilton-Brantford area and, effective April 1, 2009, in the Kitchener-Waterloo-Guelph area. This past year the judiciary and justice officials in Sarnia developed a Gladue Court for that area.

The Civil Courts

Civil Rules

The Civil Rules Committee is a statutory committee composed of representatives from the judiciary, the bar and the Ministry of the Attorney General. The chair of the committee is Associate Chief Justice O'Connor of the Court of Appeal. The committee has jurisdiction to make rules regarding procedures in all civil proceedings.

In June 2006, the Ontario government asked former Associate Chief Justice Coulter Osborne to review and recommend improvements to the civil justice system. The Civil Justice Reform Project conducted province-wide consultations, reviewed civil justice studies and reforms in other jurisdictions, and considered available data.

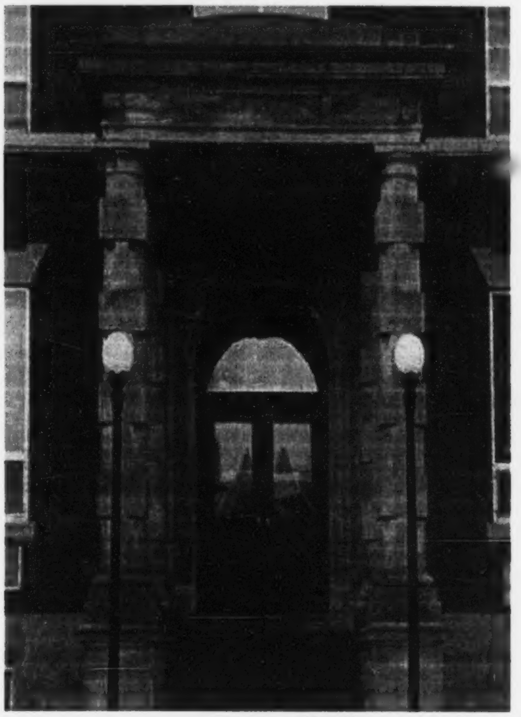

Welland Courthouse, historic hallway
Ontario Court of Justice, Superior Court of Justice

Following the release of the Civil Justice Reform Project report in November 2007, the Attorney General sought feedback on its recommendations from Ontarians during a civil justice tour of all regions of the province.

In December 2008, the government announced reforms to the civil justice system, which will come into effect on January 1, 2010. A regulation amending 25 rules was filed on December 10, 2008.

Key reforms include:

- increasing the monetary limit of the small claims court from $10,000 to $25,000;
- raising the monetary limit for Simplified Procedure from $50,000 to $100,000;
- reducing pre-trial costs and delays by requiring advance timelines for sharing information between parties to a dispute and limiting pre-trial examinations for discovery to one day, unless the parties or the court decide that more time is needed; and
- lowering litigation costs and reducing the need for lengthy trials by making it easier to resolve cases earlier.



Fort Frances Courthouse
Ontario Court of Justice, Superior Court of Justice

The Ministry continues to move forward with the Civil Justice Reform Project recommendations which fall within its jurisdiction and to consult with the Courts and our justice partners regarding the recommendations which fall within their jurisdiction.

Civil Case Management

Case management under Rule 77 of the *Rules of Civil Procedure* has been in place in Ottawa and Toronto since 1997 and in Windsor since 2003. Under case management, the court supervises the progress of cases to promote timely resolution. Toronto cases are subject to a modified case management system under Rule 78, which has been effective since December 31, 2004. The Civil Rules Committee has considered former Justice Osborne's recommended changes to civil case management. Improvements will be implemented in January 2010.

Mandatory Mediation

Ontario's Mandatory Mediation Program is established by Rule 24.1 of the *Rules of Civil Procedure* in Toronto, Ottawa and Windsor. The program is designed to help litigants settle their cases early in the litigation process in order to save them the time and expense of going to trial. Cases that do not fully settle at mediation continue through the court process.

Mediation services are provided by private sector mediators. The Ministry maintains a roster of qualified mediators in each location where Rule 24.1 operates.

Simplified Procedure

The simplified procedure under Rule 76 of the *Rules of Civil Procedure* provides a streamlined, more cost-effective process for actions involving up to $50,000. On January 1, 2010, the monetary limit of Rule 76 will increase to $100,000, as recommended by Mr. Osborne's report on the Civil Justice Reform Project.

Small Claims Court

Individuals and businesses can bring their civil claims of up to $10,000 in the small claims court where procedures are simpler and quicker, and costs are lower. As recommended by the Civil Justice Reform Project, the monetary limit will be increased to $25,000 as of January 2010 so that more litigants can bring their claims in the small claims court.

When the amended small claims court rules were implemented in 2006/2007, the small claims court forms were also redesigned in a more user-friendly, fill-in-the-blank style with new instructions and guidance for litigants.

Based on feedback from litigants in 2007/2008, some forms were changed in July 2008. A number of other forms have been reviewed and improved. The forms are available in court offices and in a fillable format online (http://www.ontariocourtforms.on.ca/english/scc).

Eight user-friendly procedural guides are also available at court offices or online (http://www.attorneygeneral.jus.gov.on.ca/english/courts/guides/default.asp). In addition, automated telephone information systems are in place in 10 high-volume small claims court locations throughout the province. Using this system, callers may choose from a menu of options to hear general information, such as court addresses, fax numbers and hours of operation, as well as basic information about bringing or defending a claim in small claims court.

The Family Courts

Changes to the Family Law Rules

The Family Rules Committee is a statutory committee composed of representatives of the judiciary, the bar and the Ministry of the Attorney General, with jurisdiction to make rules regarding procedures in Ontario's family courts. The committee is chaired by Justice Gloria Epstein of the Ontario Court of Appeal.

In 2008, the committee passed amendments to the *Family Law Rules* to update court forms, to ensure consistency with current Ontario legislation and to simplify and streamline the process to change a final court order under Rule 15.

The Court Services Division developed training and instructional materials for court staff across the province, and a public information guide to provide assistance in using the new Rule 15.

Family Courts Steering Committee

The Family Courts Steering Committee was formed following the 2002 Justice Summit to address delays in child protection cases. The committee's objective is to determine ways to improve the delivery of family court services and the processing of family and child protection cases.

In 2007, the committee created two advisory committees. One advisory committee is exploring ways to attract new lawyers to child protection law, particularly in the northern regions of the province. The other committee is looking at long child protection trials with a view to recommend best practices for conducting trials in order to reduce delays for children in care.

These advisory committees continued to meet and gather information throughout 2008. It is anticipated that both advisory committees will provide updates to the Justice Summit, which will take place in the fall of 2009.

Domestic Violence Action Plan

In December 2004, the Ontario government announced the *Domestic Violence Action Plan* and committed to strengthening Ontario's criminal and family justice systems to better protect women and children from domestic violence. The Court Services Division is actively engaged in meeting two deliverables under the *Domestic Violence Action Plan*: improving restraining orders and improving coordination and communications between family and criminal courts.

In 2008, the Division commenced testing of a newly developed Restraining Order Index, together with a draft standard form restraining order in two court locations. Once the testing is completed, a final, standard form restraining order will be developed. The use of the Restraining Order Index and the standard form restraining order will assist with the development of business processes and protocols between the police and family courts.

Family Mediation and Information Services

Family mediation and information services are available at each Family Court branch of the Superior Court of Justice and are integral components of the court. These services include on and off-site family mediations, information and referral coordination services in the Family Law Information Centre, and parent information sessions.

In 2008, Court Services Division improved the information available to the public about family justice by adding extensive content to the Ministry of the Attorney General's website and by translating its most popular publication, *What you should know about family law in Ontario*, into Arabic, Chinese, Somali, Spanish, Tamil and Urdu.

Kingston Courthouse, fountain
Ontario Court of Justice, Superior Court of Justice

Chapter 5
2008/2009 Corporate Initiatives

ACCESS TO JUSTICE

Court Interpreters

In 2008/2009, Court Services Division signed a multi-year contract with a vendor to develop, administer and evaluate new interpreter tests for the 25 highest demand languages along with an English proficiency test for all other languages. In addition, the vendor will develop a model of interpreter classification to aid in scheduling. The Division will work closely with the vendor, and once the new interpreter tests are developed, all existing Ministry accredited interpreters will be tested in 2009/2010.

To ensure continuous improvement of the court interpreter program, the Division continues to investigate and resolve written complaints regarding court interpreter services. In addition, information regarding the court interpreter program has been included on the Ministry's Internet site in order to explain how parties can request an interpreter and to communicate the process involved in becoming a certified court interpreter. The Division also implemented a pilot project to explore the use of video conferencing equipment in the provision of remote interpretation.

Court Services Division continues to foster relationships for sharing information and best

Ottawa Courthouse, Ontario Court of Justice, Superior Court of Justice practices regarding court interpretation services, including regular interaction and collaboration with ministries and justice stakeholders in Ontario, across Canada, and throughout North America.

Accessibility for Persons with Disabilities

Court Services Division is committed to improving the accessibility of the court system for people with disabilities. In 2008/2009, the Division led or made significant contributions to a number of accessibility initiatives.

A Site Accessibility Information Coordinator pilot project, introduced in seven court sites in March 2007, was expanded to the remaining 80 full-time court sites. In each court location, an accessibility coordinator provides information and responds to the accommodation and accessibility needs of persons with disabilities. When outside resources and/or services are required to help people with disabilities, the coordinators liaise with local disability or service organizations as needed. Complete contact information for the accessibility coordinator in each courthouse is listed on the Ministry's website, which also provides enhanced information about the accessibility features for the court address.

The permanent Ontario Courts Accessibility Committee, established in 2007, continued to meet to provide advice and oversight of the court system with respect to accessibility-related matters, including the Ministry's proposed multi-year *Accessibility Strategic Plan*, accessible court services, the design of accessible courthouses, and accessibility education for participants in the court system such as the judiciary, the legal profession, law students and court staff.

The Division continues to co-sponsor an Accessibility Unit, which provides strategic and operational support for a wide range of accessibility improvements across the Ministry. It also co-chairs the Ministry's Accessibility Executive Steering Committee, and has established an Accessibility Working Group to ensure that services are accessible to people with disabilities and in compliance with the Accessibility Standards for Customer Service regulation, made under the *Accessibility for Ontarians with Disabilities Act, 2005.*

JUSTICE AND THE MEDIA PANEL

Former Attorney General Michael Bryant formed the Panel on Justice and the Media in 2005 to make recommendations on improving relations between the media and the justice system. The report of the panel contained 17 recommendations in the areas of openness, education, electronic age and ongoing activities. A Ministry implementation team was established to deal with the recommendations proposed by the panel, which were within the Ministry's jurisdiction, and to consult with the Chief Justices on those recommendations that fell within their authority.

The Ministry has implemented many of the panel's recommendations, including:

- decreasing the fee charged for photocopying documents from $2.00 per page to $1.00 per page in the Ontario Court of Appeal, Superior Court of Justice and provincially administered Ontario Court of Justice courts;
- decreasing the file inspection fee charged to non-parties to view civil case files from $32.00 to $10.00 in the Ontario Court of Appeal and Superior Court of Justice;
- providing copies of informations, indictments, and judicial interim release documents to accused individuals or their counsel free of charge;
- launching a pilot project in Sault Ste. Marie to post court dockets on electronic display boards in the courthouse (the evaluation of this project is currently underway);
- implementing a media lock-up pilot project in the Ontario Court of Appeal in August 2007 for the Truscott decision. As part of this pilot, the Ministry launched a new section on its website called "Media Resources" which forms the basis for an online media guide and a public justice-media website. The website includes information about the *Sub Judice Rule* and a media contact person for each court location;
- forming a Justice-Media Education Working Group;

- launching the Justice-Media Liaison Committee, which helps identify systemic issues which affect justice-media interaction to improve understanding between the two sectors; and,
- initiating the Cameras in the Court of Appeal Pilot Project in September 2007. The pilot features a "real-time" webcast of certain appeal proceedings on the Ontario Court of Appeal website and maintains recorded appeals for a period of 90 days to allow greater public access. The Court also provides DVDs prepared twice daily and made available to accredited media members and at the end of day. The final report of this project, received in the spring of 2008, is being carefully reviewed by the Ministry.

The Ministry continues to work towards implementing the panel's recommendations and to consult with the Courts and police regarding the recommendations that fall within their jurisdiction.

MODERNIZING SERVICE DELIVERY

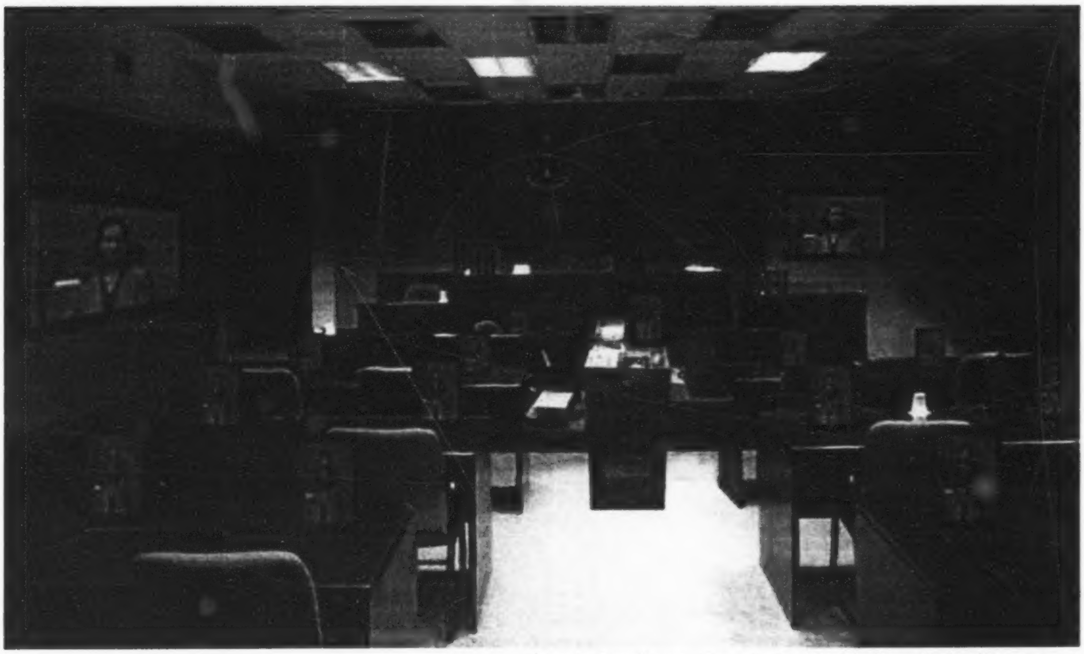
Court Reporting Review

In 2008/2009, the Division continued the work of the Court Reporting Review to identify viable options to modernize court reporting and transcript production in Ontario's courts.

Following consultation with justice partners and cross-jurisdictional research, the project team developed options to ensure that court proceedings are accurately recorded and high quality, timely and affordable transcripts are provided. Additional analysis and planning is underway.

IT Initiatives & Accomplishments

In 2008/2009, the Court Business Solutions Branch for the Court Services Division provided expertise and guidance in the development and implementation of the following information technology (IT) initiatives.



Toronto Courthouse, Superior Court of Justice, electronic courtroom

Civil/Family/Criminal Court Case Tracking Systems

To support court operations more effectively, the Court Services Division continued to enhance FRANK, the province-wide case tracking application for the civil, family, small claims court, Divisional Court and Superior Court of Justice Criminal Courts.

The FRANK system, a key tool in supporting the delivery of court services to the public of Ontario, is updated and improved on a regular basis. The conversion to FRANK for final court sites using the legacy case management system (SUSTAIN) marked the completion of the province-wide implementation of this standardized court application.

The Division continues to enhance the Integrated Court Offences Network (ICON), which supports criminal case management in the Ontario Court of Justice, Superior Court of Justice, and municipal Provincial Offences Courts. ICON ensures adherence to legislative and policy changes, ongoing improvements to workflow, and reinforces data quality assurance.

In 2008/2009, the Division continued to develop ICON 2.2 to modernize and streamline the workflow within the application as well as improve usability through web-based technology. To enhance this application, a collaborative effort focused on User Acceptance Testing of ICON 2.2 with municipal partners was initiated. It is anticipated that a pilot of the enhanced application will commence in the spring of 2009.

A future goal is the establishment of a modern Court Information Management System (CIMS) to support court operations and enhance electronic services for the public. Planned features of CIMS include document management, scheduling and workflow components. The Division's core case management systems – FRANK, ICON and ESTATES – are being modernized as a prerequisite to CIMS.

Modern Technology in Courtrooms

The introduction of modern technology in courtrooms, including video conferencing, vulnerable witness testimonial aids and digital evidence display in courtrooms continues. In January 2009, an upgrade to IP-based conferencing technology was completed which provided improved reliability and enhanced performance along with superior quality imaging for Justice Cluster users.

The Division continues to explore options for the use of technology in courtrooms, including conducting research at both the national and international level as well as provincial survey results gathered from staff at all levels. The results of the research will be used in the future as a basis for consultation with stakeholders and partners regarding the possibilities for use of additional technology in courtrooms. The development and implementation of any recommendations arising from the research work will be explored in 2009/2010.

Special Purpose Data Centre Enhancements

Enhancements were made to the Special Purpose Data Centre in 2008/2009 to ensure adherence to information technology and security industry best practices. The following key data centre initiatives were implemented:

- a new network design increased network security and guaranteed service continuity;
- enhanced performance-monitoring tools were added to the Special Purpose Data Centre environment to promote continuing functionality and improve performance;
- physical improvements were made, which included the installation of a back-up air conditioning unit and an enhanced uninterrupted power supply feature to ensure continuity of service; and
- structural improvements were made to ensure appropriate separation of high-security zones as exists between other Special Purpose Data Centre tenants.

Public View Terminal

In order to assist with the reduction of wait times at public counters, the Public View Terminal (PVT) application was developed. The PVT allows for self-administered searches of case-based information by members of the public. It was piloted in three court locations – Toronto, Windsor and Ottawa – and a province-wide expansion of this initiative is currently under consideration.

Showcase Award for Green Technology

The delivery of modern IT court services for Ontario's courts was expanded to include consideration of environmental impacts. In 2008/2009, the Division continued to focus on the development of innovative ways to provide business application training in an efficient manner to users province-wide.

In 2008/2009, the Court Business Solutions Branch received an award in the category of Green Technology at the 2008 Showcase Awards for the successful use of Microsoft's Live Meeting, a web-based conferencing tool that provides live audio-visual interaction between participants, as a cost-effective and environmentally-friendly training method. Live Meeting was used to provide remote training sessions to staff from over 80 court locations across the province, which promoted collaborative working relationships and the sharing of ideas and experiences.

Knowledge Management Tools

Court Services Division is well into a multi-year initiative to upgrade mission-critical business applications. These applications track all court activities in the province of Ontario, including hearings, motions, enforcement of orders, and the management of estates held in trust. The introduction and enhancements of these applications will assist staff in applying the operational and legal requirements of their day-to-day work.

Traditional training methods require a significant commitment in terms of travel and accommodation costs. The use of remote learning tools provides a successful model of how the Division is effectively and efficiently meeting business goals via training and knowledge management tools.

WRITS System

The WRITS System is used in 49 enforcement offices across the province to maintain an index of writs of execution, in accordance with the Executions Act. The system captures data pertaining to the creation, updating, withdrawal and re-filing of writs.

Court Security

The safety and security of Ontario's courts is a priority for the Ministry. In 2008/2009, the issue of funding for court security was considered under the Provincial-Municipal Fiscal and Service Delivery Review.

Beginning in 2012, the provincial government will begin to assume the costs of court security and prisoner transportation from municipalities, to a maximum of $125 million per year by 2018. This initiative will also include the development of court security standards for court locations in Ontario, in consultation with the judiciary and all key justice sector stakeholders.

Divisional Training Initiatives and Partnerships

Training Initiatives for Court Staff

A number of key training initiatives in 2008/2009 have focused on the development of the dedicated people who comprise the Court Services Division. The Divisional Management Committee remains committed to continuous learning for staff. As a result, learning and development is a priority for the Division.

To enable the Division to achieve its training priorities, a Learning and Development Committee consisting of corporate and regional representatives from across the Division was established. The committee provides a forum for members to discuss issues related to learning and training and to advise senior management on the future direction of training initiatives in the Division.

The committee will continue to focus on larger operational training initiatives, which will include overseeing and supporting the development and implementation of a divisional training plan, supporting the branches and regions in their review of a standardized curricula, and reviewing feedback to support continuous program improvement. The operational training framework for the Division will identify key training priorities for each practice area for the next six, 12 and 18 months.

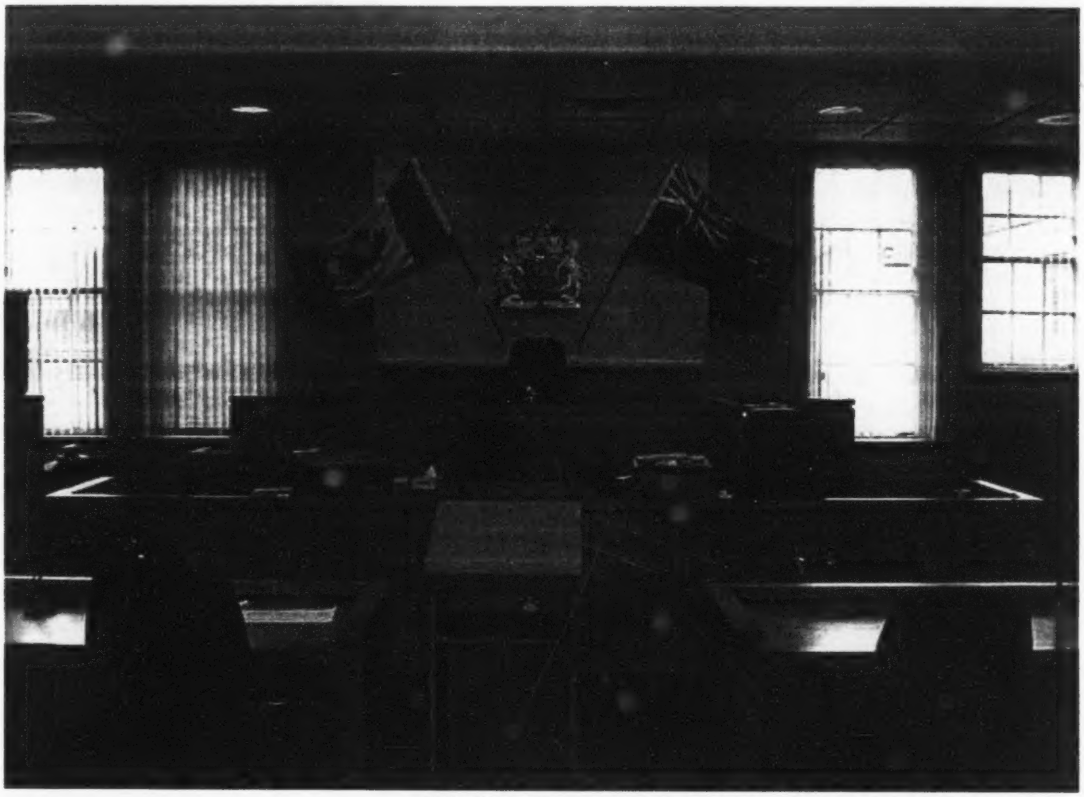
Delivering training across the province in a cost-effective manner is always a challenge. The implementation of distance learning has enabled the Division to overcome geographical barriers. The operational training framework will continue to investigate the use of remote learning tools, including computer-based training lessons and the use of local shared training folders where training materials may be stored and accessed by court staff from a local shared drive.

The Division will continue to support and facilitate training with increased use of tools such as Microsoft's Live Meeting, which augments a standard teleconference with the ability to view and edit documents in addition to providing access to other applications.

In order to provide seamless high quality training materials to all Divisional staff, the Division worked on several initiatives developed to coordinate a variety of existing training supports and introduce more consistency.

Specialized Court Support Services Certificate Program

In 2007/2008, Court Services Division managers and supervisors as well as members of the judiciary provided guidance and support to Durham College in the development of the first specialized court support training program to be offered in Ontario. The eight-month program focuses solely on court support staff roles and responsibilities. It includes training to complete courtroom paperwork, the production of transcripts and jury management as well as ethics, courtroom procedures and legal terminology. The Division continues to provide ongoing support to Durham College.



Orillia Courthouse, Ontario Court of Justice, Superior Court of Justice, courtroom

CUSTOMER SERVICE

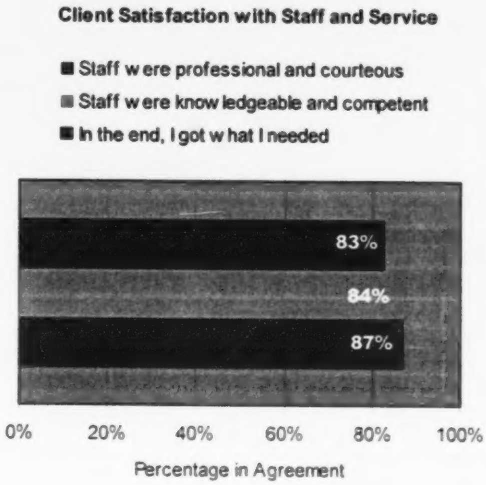
Client Satisfaction Survey

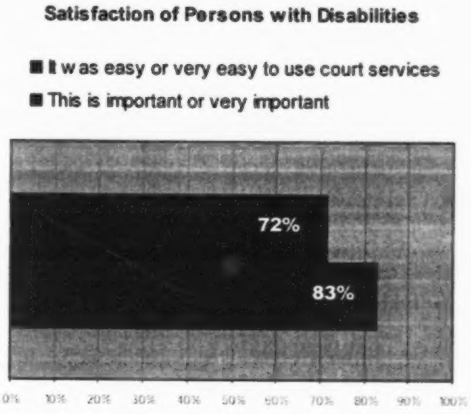
In April 2009, the Division conducted its annual Client Satisfaction Survey. Historically, the survey has been conducted in-person in 21 court sites across the province. This year, the survey was available online across the province, in addition to in-person surveys conducted in nine court locations. By offering online access, the Division was able to access clients served at all of Ontario's courthouses.

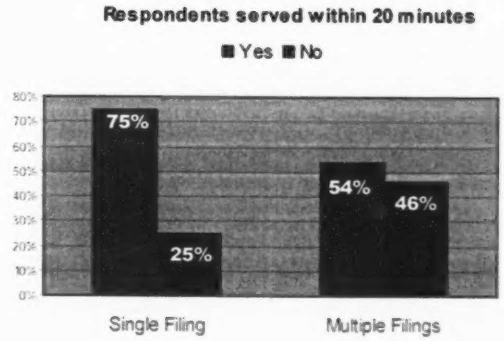
The survey focused on client satisfaction with court counter services for the civil, family and small claims court practice areas. The survey measures organizational performance, not personal performance of staff members. Overall, 83 percent of clients completing the survey felt staff members were professional and courteous and 87 percent of those surveyed received what they needed. This is the same result as the 2008 survey.

This year the survey included an enhanced focus on accessibility. Four percent of those clients completing the survey identified themselves as having a disability. Of those respondents, 86 percent agreed that it was easy to use court services and 95 percent said that ease of use of court services was important to them.

In addition, for the first time, the survey included a question about counter wait times. The Division's service standard for a single filing is 20 minutes from the time a client either enters a court office or, where there is a numbering system, receives their number. Of those completing the survey, 75 percent were served within the 20 minutes. A further question was added to measure whether the 20 minute standard was met for those clients having more than a single filing. Fifty-four percent reported being served within 20 minutes.







WORKING WITH OUR JUSTICE PARTNERS

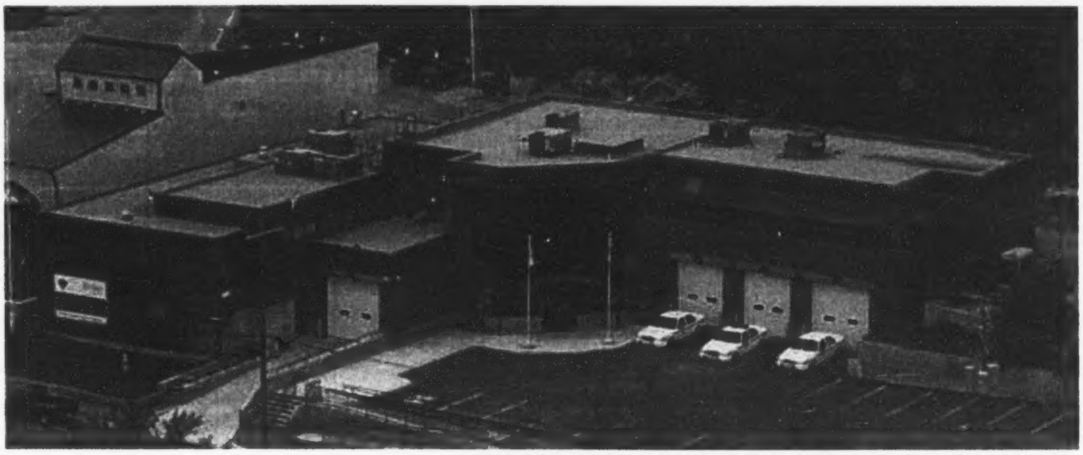
Municipal Administration of Provincial Offences Courts

The Provincial Offences Act (*POA*) is the procedural code governing the enforcement, prosecution and adjudication of offences established by municipal by-laws, provincial statutes, such as the *Highway Traffic Act*, the *Occupational Health and Safety Act* and the *Environmental Protection Act*, and certain federal legislation such as the *Fisheries Act*, the *Canada Shipping Act*, the *Migratory Birds Convention Act* and the *Indian Act*. Judicial officials appointed by the provincial government and assigned by the Ontario Court of Justice preside over these matters.

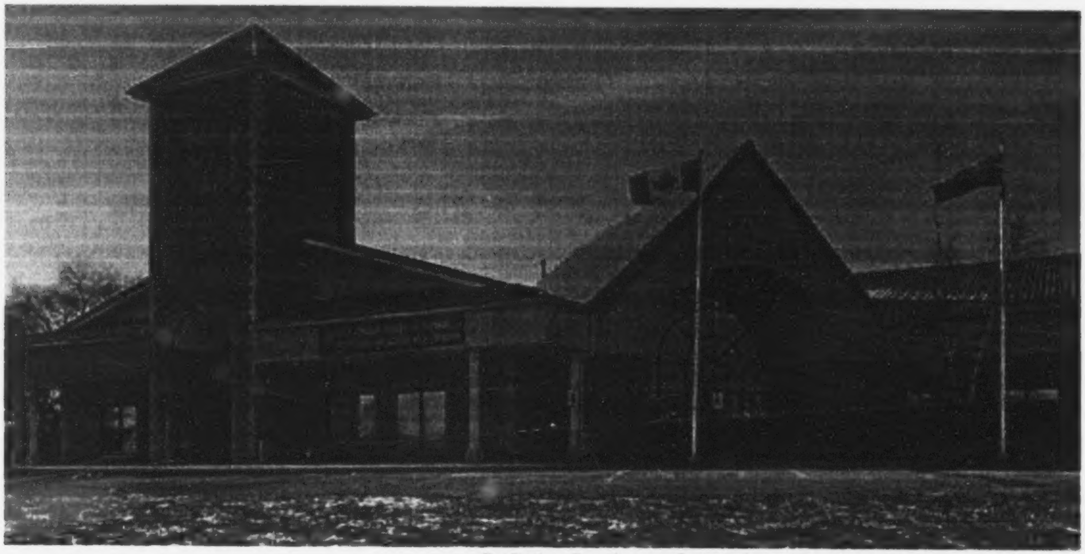
Between 1999 and 2002, 52 agreements were finalized with selected municipalities known as Municipal Partners to transfer responsibility for the delivery of the administration and support of those courts, which hear provincial offences matters. These municipally-administered courts collectively receive approximately 2.1 million provincial offences charges each year. The agreements set minimum standards for the municipal delivery of *POA* justice services. Court Services Division supports and monitors the local delivery of justice services by municipal partners to ensure that these standards are met.

As part of its oversight and monitoring role, the Division conducts regularly scheduled audits of selected *POA* courts. In 2008/2009, the Division completed audits of five courts across the province. It also led a number of initiatives to assist Municipal Partners in the delivery of local justice services and strengthen the provincial-municipal *POA* partnership. These initiatives included:

- scheduling of monthly meetings between senior divisional representatives and Municipal Partner representatives to facilitate communication, collaboration and consultation;
- continuing a collaborative streamlining review of Provincial Offences Act proceedings to recommend improvements to the local delivery of justice services and fine enforcement;
- implementing reforms resulting from a collaborative review of administrative procedures for Provincial Offences Act appeals;
- approving requests from Municipal Partners to recover collection agency costs along with POA fines owed by fine defaulters;
- working with Municipal Partners and Francophone stakeholders to enhance the delivery of French language services in municipally administered courts; and
- helping the Municipal Court Managers' Association and the Prosecutors' Association of Ontario deliver training to members through regular conferences and learning events.



Red Lake Courthouse, Ontario Court of Justice, Superior Court of Justice



Burlington Courthouse, Ontario Court of Justice, Superior Court of Justice

MANAGING COURT FACILITIES

Within the Ministry of the Attorney General, the Corporate Services Management Division has the lead responsibility for capital planning and project management through its Facilities Management Branch. The Court Services Division works in partnership with the Facilities Management Branch to identify capital planning priorities and to manage courthouse facilities issues across the province. The Facilities Management Branch leads the Ministry in working closely with the Ontario Realty Corporation and the Ministry of Energy and Infrastructure to implement capital courthouse improvements.

In May 2005, the Ministry began implementing a five-year infrastructure plan with an emphasis on facility consolidation and modernization, along with the ongoing maintenance of the Ministry's capital assets. In the last five years, the Ontario government has committed over $1 billion to construct new courthouses and improve justice facilities. In 2008/2009, this work continued with a number of new consolidated courthouse construction projects moving forward.

Alternative Financing and Procurement

The Ministry, in partnership with the Ministry of Energy and Infrastructure and Infrastructure Ontario, is delivering a number of new courthouse projects using the Alternative Financing and Procurement model. Through Infrastructure Ontario, the Alternative Financing and Procurement process uses private sector expertise and financing to build vital infrastructure, such as courthouses, on time and on budget while ensuring appropriate public control and ownership.

Durham Consolidated Courthouse
Located in downtown Oshawa, this new courthouse will consolidate justice services currently delivered at eight different locations across the Regional Municipality of Durham. The new courthouse is expected to be occupied in early 2010, and will include 33 courtrooms, six motions rooms/conference settlement rooms and related justice services.

Site Selection
After receiving approval to proceed to the site selection phase, the Ontario Realty Corporation led the site identification process for consolidated courthouses in Waterloo Region, Thunder Bay, Quinte Region and Toronto West. By the end of March 2009, selection was still underway for the St. Thomas Courthouse.

Planning Studies

Planning studies position the Ministry to develop detailed business cases for future courthouse accommodations. The planning study process identifies the appropriate number of judicial hearing rooms, facility requirements and program functions. During each study, there are extensive consultations with local users.

In 2008/2009, planning studies were initiated for Brampton, Simcoe and York Regions. Studies, which began in 2007/2008 in Halton and Guelph Region, have now been completed and the Ministry is seeking approval to move these projects to the site selection phase. The studies for the Toronto courts include facility programs for a Superior Court of Justice (criminal) and family (Superior and Ontario Courts of Justice) courthouse to be located on Chestnut Street and a second Ontario Court of Justice courthouse for Toronto East. Facililities programs will be initiated this year for Toronto civil and small claims courts at 361 University Avenue, and for a downtown Ontario Court of Justice courthouse.

Renovations and Expansions

The Ministry continues to invest in court renovation, expansion and consolidation projects to address facility performance issues. Some projects which were begun in previous years will be completed in 2009 and include upgrades to the London Courthouse as well as expansion and renovations to the Cornwall Courthouse. In addition, major renovations, in excess of one million dollars per site, were undertaken in Newmarket, Sudbury, Toronto, and Windsor.

Sign Me Up For Justice

Sign Me Up for Justice was launched and completed this year. This design competition was created to aid in the development of design standards for new courthouse signage. Teams of between two to four post-secondary students collaborated on presentations, which were submitted to a selection committee consisting of members of the judiciary and industry experts in design and accessibility for Ontarians. The winning designs will be incorporated into the Ministry's signage standards.

Installation of Automated External Defibrillators in Select Court Locations

In 2007, in support of the government's commitment to install defibrillators in government buildings, Court Services Division initiated a pilot project to implement an automated external defibrillator (AED) program in four court locations:

- the Superior Court of Justice and the Ontario Court of Justice, 47 Sheppard Avenue East, Toronto;
- the Ontario Court of Justice, 200 Frederick Street, Kitchener;
- the Superior Court of Justice and the Ontario Court of Justice, 155 Elm Street, Sudbury; and,
- the Family Court of the Superior Court of Justice, 33 King Street West, Oshawa.

As of October 2007, the AED programs in all four pilot locations were successfully online, and an operational review was undertaken to guide the broader installation of AEDs. The multi-year roll-out schedule for the affected locations started in June 2008. By March 31, 2009 the Division had initiated instillations at 39 sites and completed instillations at six sites. The roll-out is scheduled to be completed by September 2009.

Emergency Management Planning

The Division led a collaborative effort to integrate and enhance the emergency management planning of court-based operations in 2008/2009, working with the Ministry's Business Continuity and Emergency Management Unit, the Criminal Law Division and the Ontario Victim's Services Secretariat.

In October 2008, the Ministry completed 49 Integrated Business Continuity Plans for court-based operations across the province that were based on the success of the 14 pilot sites in April 2008. As a result, 63 plans for 81 base courts and two satellite courts plans have now been completed. Each base court has one single integrated plan for Court Services, Crowns and Victim/Witness services, which include documented processes for local decision-making and communications to ensure the delivery of critical services during an emergency and to resume full operations after an emergency.

Orangeville (County of Dufferin) Courthouse
Ontario Court of Justice, Superior Court of Justice

Local management from 14 pilot sites together with key partners and stakeholders (such as representatives from the Offices of the Regional Senior Justices, local police and property management) participated in business continuity and emergency management regional discussion-based exercises. As part of the exercise, each site was able to test and evaluate various components of the Integrated Business Continuity plans they completed earlier in 2008.

A reference binder on "Emergency Evacuation Plan, Roles and Responsibilities" has been designed for corporate office to assist management and staff in preparing and responding to an evacuation at head office in the event of an emergency.

There is a two-year action plan, scheduled to be executed between 2008 and 2010, for the Ministry's Emergency Management Group to conduct and document a detailed baseline inventory and assessment of Ministry time critical services and dependent systems, infrastructure, assets and resources. Business continuity plans for local and corporate branches and pandemic plans for critical program areas will undergo continued enhancement and further development. In addition, an Exercise, Training and Awareness Program will be developed and implemented for the Ministry. Part of this action plan will also include the evaluation of an Emergency Management Program to identify potential gaps for future planning and to assess ongoing resource issues. The Division will continue to work closely with the Ministry's Business Continuity and Emergency Management Unit on the planning, implementation and review of emergency management initiatives.

PLANNING FOR THE FUTURE

The Court Services Division uses a rolling five-year planning process to improve the effectiveness, efficiency and accessibility of court services. This plan is reviewed and amended annually and provides direction to the Division on business goals, service standards, multi-year priorities and resource needs. Appendix A sets out the Division's Five-Year Plan for 2008/2009 to 2012/2013.

The plan identifies the legislated goals set out in the *Courts of Justice Act (2007)* and sets out related business goals and initiatives.

In addition to the initiative-based commitments, staff and managers provide ongoing high quality services to the public. This includes ensuring that trained staff support the needs of the judiciary and deliver courteous, professional services to court users; that resources are managed according to government standards and policies and within the Division's allocation; and that issues are identified and effectively managed.

Into the Future Committee

Into the Future is a sub-committee of the Divisional Management Committee, comprised of directors from the Division's regions and corporate branches, as well as representatives from the Superior Court of Justice and the Ontario Court of Justice.

The sub-committee serves as a source of research, ideas and innovation that will help position Ontario as a leader in the provision of modern court services into the future. Once a month it meets to research trends, innovations and best practices in Ontario and in other jurisdictions and to canvass staff for ideas and suggestions.

Priorities for 2008/2009 included contributing to the development of an Aboriginal Justice Strategy, continued staff consultations and improvement in communications to engage staff in the planning process, as well as the development of a long-term vision for court service in Ontario.

Chapter 6
Report on Resources

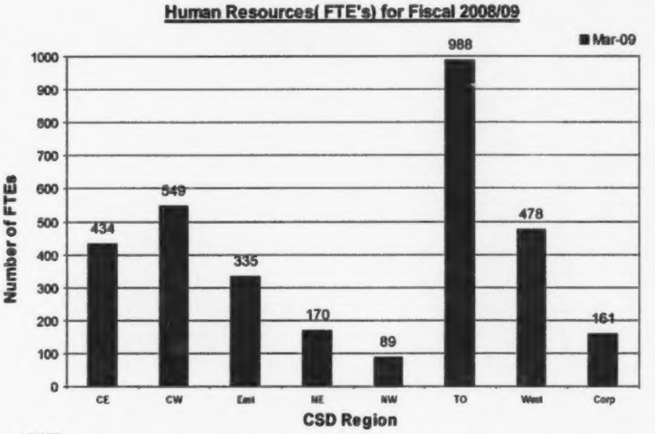
Human Resources by Region*

Data Source: FTE Tracker Tool – Human Resources Branch

Region	March 2009
Central East	434
Central West	549
East	335
Northeast	170
Northwest	89
Toronto	988
West	478
Corporate Office	161
Grand Total	3,204

* Note: Human resources do not include judiciary or judicial support staff.

Human Resources (FTEs) for Fiscal 2008/2009



1. FTE (Full Time Equivalent) numbers are a "point in time" count of active employees as of the last business day in March each year.

2. FTE numbers convert all part-time employees to an equivalent full-time number. For example, a regular part-time employee working 21.75 hrs per week is counted as .6 FTE while a full-time employee is counted as one FTE.

Revenue by Region 2008/2009

	Central East	Central West	East	Northeast	Northwest	Toronto	West	Total
Fees	11,247,692	19,232,712	6,563,042	2,724,850	933,609	24,684,200	11,725,266	77,111,371
Sales*	79,203	135,431	46,215	19,188	6,574	173,819	82,566	542,996
Fines	7,080,400	7,044,081	4,167,922	1,561,168	909,675	5,026,564	6,994,973	32,784,783
Reimbursements**	3,259,363	3,285,864	2,086,080	1,015,919	418,121	6,070,594	2,722,967	18,858,908
Miscellaneous	219,094	374,635	127,842	53,077	18,186	480,825	228,397	1,502,056
Government of Canada	840,602	1,437,367	490,492	203,643	69,774	1,844,787	876,294	5,762,959
Total	22,726,354	31,510,090	13,481,593	5,577,845	2,355,939	38,280,789	22,630,463	136,563,073

* Revenue from provision of photocopies
** Reimbursements from municipalities for services related to POA

Statement of Expenditures

For years ending March 31 2009, 2008, 2007, 2006 and 2005

	2008/2009	2007/2008	2006/2007	2005/2006	2004/2005
OPERATING					
Administration of Justice					
These costs relate to scheduling court cases, maintaining court records and files, collecting fines and fees, enforcing civil orders, providing justice information to the public, providing courtroom support and facilitating the delivery of other justice services.					
Salaries and Wages	158,402,314	152,043,893	136,803,987	131,875,507	126,592,330
Employee Benefits	26,208,454	23,459,764	21,411,536	20,081,152	19,081,359
Transportation and Communication	7,992,780	9,188,350	7,261,053	11,524,579	11,642,312
Services	47,171,444	47,461,785	41,807,215	36,671,107	35,196,282
Supplies and Equipment	9,894,050	11,407,878	19,596,400	17,049,721	17,098,734
	249,668,842	243,561,670	226,880,191	217,202,066	209,611,018
Judicial Services					
These costs include the remuneration of Ontario Court judges and justices of the peace and Superior Court quasi-judicial officials, and the provision of judicial administrative support for the Ontario and Superior Courts of Justice and the Court of Appeal.					
Salaries and Wages	116,066,660	131,690,359	99,617,156	95,577,037	111,253,887
Judicial and Employee Benefits	8,990,087	9,283,087	7,498,236	9,427,640	6,920,331
Transportation and Communication	3,766,835	3,877,158	3,642,791	4,505,964	4,946,714
Services	10,300,133	9,883,229	7,487,831	5,603,626	6,661,385
Supplies and Equipment	851,698	1,190,071	1,384,971	677,112	770,770
Transfer Payments (to the National Judicial Institute and the Ontario Conference of Judges)	231,951	231,951	231,951	201,951	151,950
	140,207,364	156,155,855	119,862,936	115,993,330	130,705,036
Bad Debt Expense	7,838,480	4,783,575	6,398,070	3,046,370	7,839,448
TOTAL OPERATING	**397,714,686**	**404,501,100**	**353,141,197**	**336,241,766**	**348,155,502**
OPERATING ALLOCATION	397,096,700	405,621,900	356,650,100	342,471,700	353,640,900
CAPITAL					
Court Construction					
Acquisition/Construction of Physical Assets	159,677,578	77,121,272	14,396,368	10,332,628	4,372,073
TOTAL CAPITAL	**159,677,578**	**77,121,272**	**14,396,368**	**10,332,628**	**4,372,073**
CAPITAL ALLOCATION	163,528,400	79,860,500	16,064,000	10,356,600	4,821,100

Appendix A:

Court Services Division
Five-Year Plan

2008/2009 – 2012/2013

Mission and Legislated and Business Goals

Mission:

A modern and professional court service that supports accessible, fair, timely and effective justice services.

Legislated Goals:

- **Maintain the independence of the judiciary as a separate branch of government;**
- **Recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice;**
- **Encourage public access to the courts and public confidence in the administration of justice;**
- **Further the provision of high quality services to the public; and**
- **Promote the efficient use of public resources.**

Business Goals:

Timely and Efficient Case Processing

- Courtroom technology supports efficient case processing.
- Electronic case tracking permits continuous monitoring of case volumes, case flow and dispositions.
- Court filing and data entry are consistent, accurate and up-to-date at all court offices.
- Court rules and procedures promote timely resolution of cases and reduce unnecessary appearances and costs.
- The Division works collaboratively with the judiciary, the bar and justice sector partners to eliminate case delays.

Accessible Services

- Barriers to services provided by the Court Services Division are identified and reduced or eliminated.
- Information services are easily available to the public, and in particular to unrepresented litigants in family and small claims court.
- Technology enables improved access to court information, files and schedules and remote court appearances by parties, witnesses and interpreters.
- Access to court documents, files and databases is governed by a legal and policy framework.
- Implement recommendations of the Justice and the Media Panel to increase transparency in the administration of justice.

Consistent High Quality Services

- A professional, trained court workforce provides consistent, accountable, knowledgeable, courteous services at court counters and in court offices, high quality courtroom and administrative support to the judiciary and effective enforcement services.
- Specialized court services are provided where appropriate.
- Collaborative working relationships exist with municipalities, the judiciary and the bar, justice sector partners, other ministries, agencies, other Ministry of the Attorney General divisions and public service unions/associations.
- The Division has a Federal/Provincial/Territorial strategy in place.
- The Division has links with external agencies to identify emerging issues and best practices and to improve the analysis of court data.
- Efficient file and record management practices are in place at all court offices.
- Jury selection process and accommodations encourage participation in juries.
- The Division participates in broader legislative and policy reviews aimed at improving the court process.
- Enforcement services are effective and timely.
- High quality court reporting and interpreter services are available as needed.

Effective and Accountable Decision-Making

- The Division's Five-Year Plan provides multi-year strategic direction on Divisional priorities.
- Client satisfaction with services is continuously monitored through public complaint protocols and client satisfaction surveys.
- The Division has Quality Assurance standards and practices in place.
- Local practices and programs, pilot projects and test pilots are evaluated and assessed for province-wide application.
- Provincial stewardship services help ensure that municipal courts deliver *Provincial Offences Act* court services that support accessible, fair, timely and effective justice services.
- Management information reports are regularly made available to the Division, MAG, the judiciary and the public to support ongoing program reviews and the analysis of case processing trends, client satisfaction with services and accountability to the public for the operation of the courts.
- Accessibility for people with disabilities is a part of all business plans (operational plans, funding requests and proposals).

Efficient Resource Management

- Resource models provide an objective basis for assessing courtroom and court office staffing needs, the judicial and justice of the peace complement for the Ontario Court of Justice, regional allocations and private/public costs of litigation.
- Policies are in place to support effective collection of unpaid fines and estreated bail.
- The Division works with the Facilities Management Branch to effectively manage court facilities and to develop a multi-year strategic facilities plan for future courthouse projects.
- The Division maintains an effective document and resource management system.
- The Division effectively manages trust funds.
- Inter-Regional service measures are in place.

Five-Year Plan Initiatives Accomplished in 2007/2008 and Removed from the Plan

Business Goal:

Timely and Efficient Case Processing

Achievements:

- Provided secretariat support to the Civil Justice Reform Project, a 12-month review led by the Honourable Coulter Osborne;
- Established a regulatory framework to enable municipal local option ticketing programs for parking infractions; and
- Participated in and monitored the implementation of the amended small claims court Rules.

Business Goal:

Accessible Services

Achievement:

- Monitored client feedback on small claims court public information at courthouses and on the internet.

Business Goal:

Effective and Accountable Decision Making

Achievements:

- Reviewed and revised Municipal Partner reporting templates in collaboration with municipal partners to clarify reporting requirements and responsibilities; and
- Planning for the court service of the future is underway, in consultation with the judiciary, and a planning committee has been established.

Business Goal:

Consistent High Quality Service

Achievements:

- Developed Court Services Division "People Plan" supporting the Division's mission to build a modern and professional court service;
- Implemented a new hire process to assess additional staff who are eligible to convert to Flexible Part Time Classified status;
- Developed a Flexible Part Time staff manual in conjunction with the Human Resources Branch;
- Implemented a comprehensive year one review/ assessment of selected key components of the Revitalized Workforce Project;
- Developed an e-learning tool for counter staff about giving assistance but not legal advice;
- Implemented *Access to Justice Act* reforms;
- Provided enforcement officers with new equipment and training;
- Assessed new enforcement staff training needs; and
- Developed a multi-year operational plan for the Enforcement Unit.

Business Goal:

Effective Resource Management

Achievement:

- Developed a framework to ensure that court facilities are designed in a way that meets current and future needs; that court facilities provide open, accessible and timely services to the public; and, consistent and effective courthouse planning processes are in place province-wide.

Priority Division Initiatives

Legislated Goal #1:

Maintain the independence of the judiciary as a separate branch of government

Business Goal: Consistent, High Quality Services

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
Collaborative working relationships exist with municipalities, the judiciary and the bar, justice sector partners, other ministries, agencies, other Ministry of the Attorney General divisions, and public service unions/ associations • Continue to support collaborative forums with the judiciary including the Justice Summit, Family Courts Steering Committee, Operational Policy Tables and other regular meetings	Completed the *Memorandum of Understanding* between the Attorney General and Chief Justice of the Superior Court of Justice	▨ ✓				
Access to court documents, files and databases is governed by a legal and policy framework	Establish a policy and legal framework to balance the public right of access to court information and services with the right to confidentiality and privacy, in consultation with the judiciary		▨			

✓= Checkmark indicates that the fiscal year commitment on the initiative has been met. In the case of a single-year initiative, the project has been completed. In the case of a multi-year initiative, the current phase of the project has been completed. Shaded areas indicate the number of years in the project timeline.

Legislated Goal #2:

Recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice

Business Goal: Accessible Services

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
Barriers to services provided by the Court Services Division are identified and reduced or eliminated	Participate in and provide support to the Ontario Courts Accessibility Committee **2008/2009 Accomplishments:** Participated in and coordinated preparation and follow-up for four committee meetings	■	■	■	■	■
Access to court documents, files and databases is governed by a legal and policy framework	Establish a policy and legal framework to balance the public right of access to court information and services with the right to confidentiality and privacy, in consultation with the judiciary		■			
Implement recommendations of the Justice and the Media Panel to increase transparency in the administration of justice	Assess and implement recommendations from the Justice and Media Panel report within the Ministry's purview. Consult and liaise with judiciary, police and other justice partners on other recommendations **2008/2009 Accomplishments:** Decreased photocopy fees in municipally-administrated courts from $2.00 to $1.00 in 26 locations; and Piloted public view terminals at three sites	■	■			

✓= Checkmark indicates that the fiscal year commitment on the initiative has been met. In the case of a single-year initiative, the project has been completed. In the case of a multi-year initiative, the current phase of the project has been completed. Shaded areas indicate the number of years in the project timeline.

Legislated Goal #2:

Recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice

Business Goal: Timely and Efficient Case Processing

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
The Division works collaboratively with the judiciary, the bar and justice sector partners to eliminate delays	Evaluate Family Case Manager project in Ottawa **2008/2009 Accomplishments:** Reviewed the evaluation provided by the County of Carleton Law Association and site statistics	▨	▨ ✓			

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Legislated Goal #2:

Recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice

Business Goal: Efficient Resource Management

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
Resource models provide an objective basis for assessing courtroom and court office staffing needs, the judicial and justice of the peace complement for the Ontario Court of Justice, regional allocations and private/public costs of litigation	With the Ontario Court of Justice and the National Center for State Courts, developed a justice of the peace complement model	▨ ✓				
The Division works with the Facilities Management Branch to effectively manage court facilities and to develop a multi-year strategic facilities plan for future courthouse projects • Develop multi-year infrastructure strategy for major capital and asset management • Ongoing tracking and strategic planning • Work with Facilities Management Branch to develop annual Infrastructure Plans	Work with justice partners and the judiciary to plan new courthouses in a manner that can accommodate integrated service delivery for family cases **2008/2009 Accomplishments:** Worked with Toronto planning group on a proposed courthouse design	▨	▨	▨		

✓= Checkmark indicates that the fiscal year commitment on the initiative has been met. In the case of a single-year initiative, the project has been completed. In the case of a multi-year initiative, the current phase of the project has been completed. Shaded areas indicate the number of years in the project timeline.

Legislated Goal #2:

Recognize the respective roles and responsibilities of the Attorney General and the judiciary in the administration of justice

Business Goal: Efficient Resource Management (cont'd)

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
Collaborative working relationships exist with municipalities, the judiciary and the bar, justice sector partners, other ministries, agencies, other Ministry of the Attorney General divisions, and public service unions/ associations • Continue to support collaborative forums with the judiciary including the Justice Summit, Family Courts Steering Committee, Operational Policy Tables and other regular meetings	Completed the *Memorandum of Understanding* between the Attorney General and Chief Justice of the Superior Court of Justice	✓				
	Create better links between government ministries that serve families, starting with those that service child protection clients **2008/2009 Accomplishments:** The Attorney General introduced *Bill 133*, which, when proclaimed, will mandate the Children's Aid Society to share information with the courts in non-parent custody cases	▨	▨	▨		

✓= Checkmark indicates that the fiscal year commitment on the initiative has been met. In the case of a single-year initiative, the project has been completed. In the case of a multi-year initiative, the current phase of the project has been completed. Shaded areas indicate the number of years in the project timeline.

Legislated Goal #3:

Encourage public access to the courts and public confidence in the administration of justice

Business Goal: Accessible Services

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
Accessibility for people with disabilities is a part of all business plans, operational plans, and funding requests and proposals	Develop policy and planning tools on how to prevent, remove or reduce barriers when developing and reviewing legislation, programs, policies, and funding proposals and requests		■			
	Include "Accessibility Impact Statements" in all divisional policy and program proposals, which explain how barriers will be prevented, removed or reduced		■			

✓= Checkmark indicates that the fiscal year commitment on the initiative has been met. In the case of a single-year initiative, the project has been completed. In the case of a multi-year initiative, the current phase of the project has been completed. Shaded areas indicate the number of years in the project timeline.

Legislated Goal #3:

Encourage public access to the courts and public confidence in the administration of justice

Business Goal: Accessible Services (cont'd)

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
Barriers to services provided by the Court Services Division are identified and reduced or eliminated	Developed a strategy to identify and support enhanced accessibility to Ontario's Courts	▨ ✓				
	Identify accessibility coordinator roles to facilitate accessibility services in all court locations and evaluate the services **2008/2009 Accomplishments:** Identified and trained accessibility coordinators Developed privacy protocols	▨	▨			
	Develop and implement accessible customer service policies, procedures and practices, feedback processes and training for division staff, to support compliance with accessibility standards for customer service regulation in the division **2008/2009 Accomplishments:** By March 31, 2009, 1639 Court Services Division staff had completed available training	▨	▨			
	Develop and implement service targets and operational policies, procedures and supports for responding to recurring accommodation requests for people with disabilities in courts **2008/2009 Accomplishments:** Began work on strategies for addressing recurring needs for assistive listening devices Developed guide for accommodating needs related to hearing loss	▨	▨			
	Implement specialized supports and training resources for court staff to facilitate service to clients who have neurological disabilities, mental health disabilities, developmental disabilities and acquired brain injuries, in the full range of court hearings and services		▨	▨	▨	
	Consider and implement recommendations from the Report of Courts Disability Committee *Making Ontario Courts Fully Accessible to Persons with Disabilities* **2008/2009 Accomplishments:** Drafted Accessibility Strategic Plan to address majority of report's recommendations	▨	▨	▨	▨	▨

✓= Checkmark indicates that the fiscal year commitment on the initiative has been met. In the case of a single-year initiative, the project has been completed. In the case of a multi-year initiative, the current phase of the project has been completed. Shaded areas indicate the number of years in the project timeline.

Legislated Goal #3:

Encourage public access to the courts and public confidence in the administration of justice

Business Goal: Accessible Services (cont'd)

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
Barriers to services provided by the Court Services Division are identified and reduced or eliminated (cont'd)	Participated in the development of an accessible signage standard incorporating design best practices to accommodate Ontarians with disabilities, making it easier for the public to locate courtrooms and services	✓				
	Supported the establishment of Legal Aid Ontario offices in high volume court locations	✓				
	Monitored the impact of fee waiver on improving access for financially disadvantaged litigants	✓				
	Implement the court security recommendation of the Provincial-Municipal Fiscal and Service Delivery Review (PMFSDR) to upload municipal costs of court security and prisoner transportation, beginning in 2012, to a maximum of $125 million annually, and to develop consistent court security standards to apply to all courthouses **2008/2009 Accomplishments:** Worked closely with the Ministry of Community Safety and Correctional Services, the Ministry of Municipal Affairs and Housing, and the Ministry of Finance to develop detailed project planning materials and a plan for the development of new court security standards, which will be done in consultation with the judiciary and all key stakeholder groups Collaborated with the Ministry of Community Safety and Correctional Services to develop a survey to determine the current municipal costs of court security on a province-wide basis, which will be administered in 2009-2010 Assembled a Partner Steering Committee with representation from all provincial and municipal partners and the Association of Municipalities of Ontario, to provide leadership and guidance to the determination of current municipal court security costs and the development of new court security standards	▨	▨	▨	▨	▨

✓= Checkmark indicates that the fiscal year commitment on the initiative has been met. In the case of a single-year initiative, the project has been completed. In the case of a multi-year initiative, the current phase of the project has been completed. Shaded areas indicate the number of years in the project timeline.

Legislated Goal #3:

Encourage public access to the courts and public confidence in the administration of justice

Business Goal: Accessible Services (cont'd)

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
Barriers to services provided by the Court Services Division are identified and reduced or eliminated (cont'd)	Work with Facilities Management Branch on the development of a multi-year accessibility plan to make all of Ontario's government-owned courthouses accessible to people with disabilities **2008/2009 Accomplishments:** Advised Facilities Management Branch on the development of the plan as articulated in the Ministry's Accessibility Strategic Plan	▨	▨	▨		
	Develop a strategy to enhance the provision of French language services in designated court operations **2008/2009 Accomplishments:** Continued to deliver on *French Language Services Five Year Operational Plan* commitments and received approval from French Language Services' stakeholders on achievements and future planning Court Services Division staff in Kingston successfully prepared for the city's bilingual designation – effective May 1, 2009 –under the *French Language Services Act*	▨	▨	▨		
	Develop a strategy to promote access to justice services for Aboriginal people **2008/2009 Accomplishments:** Worked with a variety of First Nation organizations to develop initiatives to improve Aboriginal participation on juries	▨	▨	▨		
	In the Northwest Region, established an Aboriginal liaison position and implemented a Regional Aboriginal Recruitment Pilot	▨ ✓				
	Support Pro Bono Law Help pilot project, Toronto Region **2008/2009 Accomplishments:** A joint project between Pro Bono Law Ontario and Toronto courts established pro bono offices in the courthouse at 393 University Avenue	▨	▨	▨	▨	▨

✓= Checkmark indicates that the fiscal year commitment on the initiative has been met. In the case of a single-year initiative, the project has been completed. In the case of a multi-year initiative, the current phase of the project has been completed. Shaded areas indicate the number of years in the project timeline.

Legislated Goal #3:

Encourage public access to the courts and public confidence in the administration of justice

Business Goal: Accessible Services (cont'd)

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
Information services are easily available to the public, and in particular to unrepresented litigants in family and small claims court - Continue to provide and advertise availability of public education materials	Developed simple, concise, plain language information materials for civil, family and small claims court litigants	✓				
	Developed Internet materials for small claims court litigants	✓				
	Updated the family justice portion of the Ministry's website in conjunction with other divisions and ministries	✓				
	Developed answers to frequently asked questions in family cases for the website and the telephone line	✓				
	Update all guides to procedure in family courts		▨			
	Considered expanding automated telephone information lines to additional small claims court locations; however, a decision was made not to expand at this time	✓				
Information services are easily available to the public, and in particular to unrepresented litigants in family and small claims court	Provide space and support for Pro Bono Law Ontario's small claims court duty counsel **2008/2009 Accomplishments:** Provided space for Pro Bono Law Ontario's small claims court duty counsel in Toronto at the 47 Sheppard Avenue East courthouse	▨	▨	▨	▨	▨
	Considered expansion of pro bono duty counsel and student assistance programs to additional small claims courts; however, a decision was made not to expand at this time	✓				
	Counsel provided advice to self-represented litigants and law students assist litigants in completing court forms	✓				
	Develop specialized information for vulnerable litigants e.g. a guide to applying for a restraining order **2008/2009 Accomplishments:** Completed guide for pilot sites for the Restraining Order Index with plans to produce a final guide for the new standard form restraining order under *Bill 133* in 2009/2010	▨	▨			

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Legislated Goal #3:

Encourage public access to the courts and public confidence in the administration of justice

Business Goal: Accessible Services (cont'd)

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
Implement recommendations of the Justice and the Media Panel to increase transparency in the administration of justice	Assess and implement recommendations from the Justice and Media Panel report within the Ministry's purview. Consult and liaise with judiciary, police and other justice partners on other recommendations **2008/2009 Accomplishments:** Decreased photocopy fees in municipally-administrated courts from $2.00 to $1.00 in 26 locations; and Piloted public view terminals at three sites	▨	▨			

✓ = Checkmark indicates that the fiscal year commitment on the initiative has been met. In the case of a single-year initiative, the project has been completed. In the case of a multi-year initiative, the current phase of the project has been completed. Shaded areas indicate the number of years in the project timeline.

Legislated Goal #3:

Encourage public access to the courts and public confidence in the administration of justice

Business Goal: Accessible Services (cont'd)

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
Technology enables improved access to court information, files and schedules and remote appearances by parties and witnesses • Post current court services information on the Ministry Internet site (e.g. information on estate matters, the jury selection process, court locations, guides and booklets and the legal appointment process) • Ensure that the technology provided to the judiciary and to staff is modern, efficient, secure, private and managed in a responsive and confidential way	Link operational systems to enable posting of scheduling information on courthouse display boards and Internet **2008/2009 Accomplishments:** Evaluated courthouse display boards and Internet pilot and dedicated work to Court Lists Online	▨	▨			
	Provide electronic access to all court counter services, e.g. filing of documents, payment of fines and fees and access to court files and schedules			▨	▨	
	Develop a standard form restraining order which meets the requirements of *Bill 133*		▨			
	Implemented a restraining order database and improved communication of family court restraining orders from family to bail court	▨ ✓				
	Piloted the standard form restraining order and Restraining Order Index in two court locations	▨ ✓				
	Use technology to permit more remote appearances, particularly in northern locations **2008/2009 Accomplishments:** Upgraded technology across the province to an Internet Protocol network for videoconferencing, which permitted video court proceedings to resume in the northern regions	▨	▨			
	Provide remote access to solicitor/client assessments via video conferencing **2008/2009 Accomplishments:** Provided remote access for solicitor/client assessments in the Northeast and Northwest regions	▨	▨	▨	▨	
	Encouraged greater use of available technology to conduct remote solicitor/client assessments through rule amendments	▨ ✓				
	Successfully sought the proclamation of amendments made to the *Provincial Offences Act* in 2002 and 2006 extending the use of Telewarrants to *POA* matters to assist various enforcement ministries and agencies; and, advised all Municipal Partners of the proclamation and provided them with detailed procedures for handling *POA* Telewarrants	▨ ✓				
	Implemented a Video Over Internet Protocol Pilot Project across the province	▨ ✓				

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Legislated Goal #4:

Further the provision of high quality services to the public

Business Goal: Timely and Efficient Case Processing

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
Court filing and data entry are consistent, accurate and up-to-date at all court offices	Support municipal court's initiatives to upload charge data captured through e-ticketing systems to ICON **2008/2009 Accomplishments:** Expanded ongoing computer-based learning sessions for "Ask FRANK" (21 sessions in 2008/2009) to include "Ask ICON" (16 sessions in 2008/2009)	▨	▨			
	Developed and provided training on data entry and disposition of child protection cases	✓				
Court rules and procedures promote timely resolution of cases and reduce unnecessary appearances and costs	Assess recommendations of the Civil Justice Reform Project and support implementation **2008/2009 Accomplishments:** The Attorney General announced an increase in the monetary limit of the small claims court to $25,000 and a number of significant changes to the *Rules of Civil Procedure,* which will come into effect in January 2010	▨	▨			
	Implement a strategy of referral of family court litigants to Family Law Information Centres (FLIC) before they approach the counters **2008/2009 Accomplishments:** Staff encouraged litigants to use the services of the FLIC prior to requesting service at the counters	▨	▨			
	Reviewed the proposed changes to the *Family Law Rules* contained in the Family Court Evaluation	✓				
	Develop a new database for tracking family mediation statistics and FLIC data collection **2008/2009 Accomplishments:** Began examining the business requirements for both databases	▨	▨			
	Continue to work with the Family Rules Committee on possible amendments to the *Family Law Rules* **2008/2009 Accomplishments:** The Family Policy and Programs Branch actively participated in the Family Law Rules Committee	▨	▨	▨	▨	
	Prepared bankruptcy court manual to improve bankruptcy court processes	✓				
	Assessed impact of Rule 78 case management pilot project	✓				

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Legislated Goal #4:

Further the provision of high quality services to the public

Business Goal: Timely and Efficient Case Processing (cont'd)

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
Court rules and procedures promote timely resolution of cases and reduce unnecessary appearances and costs (cont'd)	Develop most commonly used interactive fillable forms for family and small claims court cases **2008/2009 Accomplishments:** Applied for Innovations Funding for this project	■	■	■	■	
	Consider legislation to modify contempt process in small claims court **2008/2009 Accomplishments:** Began work on strategies to modify the contempt process in small claims court	■	■			
	Review small claims court processes for streamlining opportunities **2008/2009 Accomplishments:** Conducted cross-jurisdictional research and consultations with court staff to develop proposals for streamlining court processes and simplifying court forms	■	■			

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Legislated Goal #4:

Further the provision of high quality services to the public

Business Goal: Timely and Efficient Case Processing (cont'd)

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
Courtroom technology supports efficient case processing	Completed evaluation of model electronic courtroom to explore the use of in-court technology and noted findings in *Technology for Ontario Courtrooms: A Discussion Paper*	✓				
	Developed and analysed options for courtroom Internet connectivity for defence and court staff, and initiated work to install DSL lines in Family Law Information Centres in Central East, East and Central West regions	✓				
	Initiated a pilot project to allow online booking of court dates for Toronto Estates and Commercial Courts in the Toronto region	✓				
	Use closed circuit TV and video conferencing technology to permit more remote appearances, particularly in northern locations **2008/2009 Accomplishments:** Provided remote access for solicitor/client assessments in the Northeast and Northwest regions					
	Completed construction of a new multi-functional courtroom in Newmarket with video conferencing technology to assist with first appearance and bail court, Central East region	✓				
Electronic case tracking permits continuous monitoring of case volumes, case flow and dispositions	Converted SUSTAIN case management application to FRANK case management application at Windsor, Ottawa and Toronto court sites; thereby completing province-wide implementation of two standardized court applications (ICON and FRANK) to track all civil, family, small claims, divisional court and Superior Court of Justice criminal court cases	✓				
	Implemented enhancements to criminal case tracking system (ICON 2.2) including the Court Door Lists to support posting of Youth Court Information and improvements to the Ministry of Transportation notification process in support of *Bill C13* requirements	✓				
	Completed feasibility phase of strategic planning for the single case management system (merging FRANK, ICON and Estates)	✓				

✓= Checkmark indicates that the fiscal year commitment on the initiative has been met. In the case of a single-year initiative, the project has been completed. In the case of a multi-year initiative, the current phase of the project has been completed. Shaded areas indicate the number of years in the project timeline.

Legislated Goal #4:

Further the provision of high quality services to the public

Business Goal: Timely and Efficient Case Processing (cont'd)

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
The Division works collaboratively with the judiciary, the bar and justice sector partners to eliminate delays	Work with Criminal Law Division to support backlog reduction in criminal cases and Justice on Target strategy **2008/2009 Accomplishments:** Provided statistical support to the Criminal Law Division and Justice on Target Provided statistics for the Justice on Target web site	■	■	■	■	■
	Support municipal e-ticketing initiatives **2008/2009 Accomplishments:** Led participants in planning exercises with regulatory ministries and municipalities for e-ticketing	■	■			
	Support improved collection and reporting of criminal court activity data **2008/2009 Accomplishments:** Provided statistical support to the Criminal Law Division and Justice on Target Worked with staff in the Ministry and the Offices of the Chief Justice to enhance statistical reporting capacity Trained court staff on approved practices for data entry	■	■	■	■	
	Support improved collection and reporting of family court activity data **2008/2009 Accomplishments:** Trained family court supervisors on FRANK data entry and use of reports	■	■	■	■	
	Participate in implementation of pilot Court and Community Liaison Committee report recommendations in child protection matters **2008/2009 Accomplishments:** The Family Courts Steering Committee continued the work of two advisory committees on child protection issues: attracting new lawyers to child protection work and long child protection trials	■	■			
	Develop and implement service targets and operational policies, procedures and supports for responding to recurring accommodation requests for people with disabilities **2008/2009 Accomplishments:** Began work on strategies for addressing recurring needs for assistive listening devices Developed guide for accommodating needs related to hearing loss	■	■			

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Legislated Goal #4:

Further the provision of high quality services to the public

Business Goal: Consistent, High Quality Services

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
A professional, trained court workforce provides consistent, accountable, knowledgeable, courteous services at court counters and in court offices, high quality courtroom and administrative support to the judiciary and effective enforcement services • Support court staff through consistently updated policies, electronic manuals, electronic forms, Intranet, etc • Provide training to respond to changes in practices, rules, procedures, legislation and technology and ensure regional capacity for ongoing program-related training • Provide enhanced training on financial management to financial officers and managers to enhance controls over expenditures in accordance with the report of the Ontario Provincial Auditor • Assess new OPS policy requirements • Provide staff development programs • Review courtroom and court office staffing needs and find solutions to high staff turnover rate • Establish performance plans for all staff that reflect the Division's goals and conduct annual performance reviews	Prioritize and implement "People Plan" deliverables **2008/2009 Accomplishments:** Drafted a comprehensive *Court Services Divison Orientation Manual* for all new and existing Court Services Division employees and training materials for managers to support its delivery	▨	▨	▨	▨	
	Review policies and procedures for oaths and affirmations including consultations with the judiciary			▨	▨	
	Install automated external defibrillators in all base court locations **2008/2009 Accomplishments:** Initiated installations at 39 sites and completed installations in six sites	▨	▨	▨		
	Assessed ongoing training needs of enforcement officers	▨ ✓				
	Ongoing expansion of computer-based learning materials application training **2008/2009 Accomplishments:** Expanded ongoing use of computer-based learning sessions for "Ask FRANK" to include "Ask ICON" Provided ongoing training and support to court staff for all application enhancements via "Ask" application sessions, release notes and the application support desk Provided training to 230 court staff at the Toronto Superior Court of Justice (civil, family and criminal) for the SUSTAIN to FRANK conversion using traditional in-person training and remote learning tools Provided support to facilitate *POA* User Acceptance Testing for the ICON 2.2. application Provided support to improve data in FRANK related to child protection matters to reduce the average days to disposition Delivered family court training for Rule 15 changes and Family Business Line survey electronically through Captivate	▨ ✓				

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Legislated Goal #4:

Further the provision of high quality services to the public

Business Goal: Consistent, High Quality Services (cont'd)

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
A professional, trained court workforce provides consistent, accountable, knowledgeable, courteous services at court counters and in court offices, high quality courtroom and administrative support to the judiciary and effective enforcement services (cont'd)	Provided consistent quality user support for all business applications to court staff	▨ ✓				
	Work with universities and community colleges to establish certificate, degree and graduate degree programs for staff and managers and executive development programs **2008/2009 Accomplishments:** Continued membership and participation in the Durham College Advisory Committee	▨	▨	▨		
	Provide operational support training to all court support staff across the province, including staff in criminal practice area **2008/2009 Accomplishments:** Introduced a framework for operational training that encompasses adult education principles and learning styles, and recognizes the diverse workforce of the Division Formed the Divisional Learning and Development Committee to provide expertise and advice on matters related to training and development in the Division	▨	▨	▨		
	Identify and implement recruitment processes to ensure that future skill and resource needs are met **2008/2009 Accomplishments:** Partnered with the Youth and New Professionals Secretariat within HROntario to design a recruitment brochure that meets the visual standards of the OPS Careers' suite of employment marketing products and diversity strategy goals	▨	▨			
	Established a working group to assess and develop training materials to support court managers in monitoring the data integrity of child protection cases in FRANK	▨ ✓				
	Provide training to family practice area staff in conjunction with other ministries and agencies that serve families **2008/2009 Accomplishments:** Provided training to supervisors on data entry in child protection cases	▨	▨	▨	▨	
	Updated *Estates Manual*	▨ ✓				
	Review and update Family manuals		▨	▨		
	In consultation with staff and the judiciary, develop a 25-year "into the future" strategy for the Division		▨	▨		

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Legislated Goal #4:

Further the provision of high quality services to the public

Business Goal: Consistent, High Quality Services (cont'd)

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
A professional, trained court workforce provides consistent, accountable, knowledgeable, courteous services at court counters and in court offices, high quality courtroom and administrative support to the judiciary and effective enforcement services (cont'd)	Develop and implement training and training tools for divisional staff on providing accessible customer service to persons with disabilities **2008/2009 Accomplishments:** Developed training recommendations and goals to be incorporated into the Division's core training plan Incorporated information and links into the *Court Services Division's Orientation Manual* to ensure all employees are aware of the *Accessibility for Ontarians with Disabilities Act, 2005* and its implications for their work By March 31, 2008, 1639 Court Services Division staff had completed available training	▨	▨	▨		
Specialized court services are provided where appropriate - Provide operational and policy support to specialized courts in consultation with the judiciary	Work with other jurisdictions and the judiciary to explore the effectiveness of new models for specialized courts, e.g. community courts to identify the feasibility of expanding specialized courts in Ontario **2008/2009 Accomplishments:** Continued to support the Criminal Law Division in their work on this initiative as required	▨	▨	▨	▨	▨
	Provide access to family justice services including Family Law Information Centres (FLICs), mediation services and parent information at all Ontario courts that have family law jurisdiction, with appropriate accommodation for small and northern court sites **2008/2009 Accomplishments:** Worked to identify contacts in all court locations for FLICs Developed new information materials to support FLICs	▨	▨	▨	▨	
	Establish design standards for Family Law Information Centres (FLICs) **2008/2009 Accomplishments:** Participated in design process for FLICs in all new courthouse designs	▨	▨			

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Legislated Goal #4:

Further the provision of high quality services to the public

Business Goal: Consistent, High Quality Services (cont'd)

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
Specialized court services are provided where appropriate (cont'd) • Provide operational and policy support to specialized courts in consultation with the judiciary	Plan and advocate for an increase in the judicial complement of the Family Court branch of the Superior Court of Justice **2008/2009 Accomplishments:** The federal Department of Justice appointed six additional judges to the Superior Court of Justice to assist with the volume of family law cases Participated in the Department's country-wide evaluation of the Family Court model	▨	▨	▨	▨	
	Support province-wide provision of mental health court programs in consultation with the judiciary **2008/2009 Accomplishments:** Continued to support the Criminal Law Division in their work on this initiative as required	▨	▨	▨		
The Division has a Federal/ Provincial/ Territorial strategy in place • Monitor the impact of federal legislative policy and program changes on court workload and procedures • The Division participates in the Federal/Provincial/ Territorial justice forum, e.g. the Family Justice Coordinating Committee of Senior Officials	Negotiate agreement for continued federal contribution funding for family justice services and any savings that result from Family Court expansion **2008/2009 Accomplishments:** Commenced new five-year agreement April 1, 2009	▨	▨	▨	▨	
	Develop a divisional Federal/Provincial/Territorial strategy to manage the impact of federal legislation and policies on Ontario's courts **2008/2009 Accomplishments:** Worked with the other areas of the Ministry and the Offices of the Chief Justice to assess the potential impact of proposed federal legislation concerning the division of matrimonial real property on First Nations reserves	▨	▨			

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Legislated Goal #4:

Further the provision of high quality services to the public

Business Goal: Consistent, High Quality Services (cont'd)

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
The Division has links with external agencies to identify emerging issues and best practices and to improve the analysis of court data • Build on the relationship with the Association of Canadian Court Administrators, the Canadian Centre for Justice Statistics and the National Center for State Courts • Establish partnerships with universities, law schools and other research agencies	Develop research partnerships **2008/2009 Accomplishments:** Continued to build upon relationships and partnerships	▨	▨			
Efficient file and record management practices are in place at all court offices	Develop and implement file integrity quality assurance measures **2008/2009 Accomplishments:** Developed a service standard that will be included in the *2010 Client Satisfaction Survey* to monitor results	▨	▨			
	Review policies and procedures for safe handling and storage of exhibits, including consultation with the judiciary **2008/2009 Accomplishments:** Established Exhibits Management Committee Implemented exhibits tracking log Developed *High Risk Exhibits Guide*	▨	▨			
Jury selection process and accommodations encourage public participation in juries	Develop and implement plan to improve jury processes and accommodations including updating policies and procedures to create accessibility for persons with disabilities and partnering with First Nations communities and organizations to improve the participation of people living on reserves in the jury process **2008/2009 Accomplishments:** Established Jury Review Subcommittee Developed online jury management manual	▨	▨			
	Review current jury policies and procedures to improve consistent approach across the province, including review of practices in other jurisdictions **2008/2009 Accomplishments:** Completed review of practices in other jurisdictions	▨	▨			

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Legislated Goal #4:

Further the provision of high quality services to the public

Business Goal: Consistent, High Quality Services (cont'd)

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
The Division participates in broader legislative and policy reviews aimed at improving the court process	Monitor the federal evaluation of the national Family Court model **2008/2009 Accomplishments:** Reviewed draft report in March 2009	▨	▨			
	Meet Attorney General's obligation to engage in *Provincial Offences Act* streamlining exercise with municipalities **2008/2009 Accomplishments:** Distributed *POA Streamlining Consultation Paper* to municipal and other justice stakeholders to seek feedback on a range of reforms developed by a provincial-municipal working group	▨	▨			
	Participate in and facilitate the Attorney General's Family Justice Improvement Project **2008/2009 Accomplishments:** Supported Attorney General community meetings	▨	▨			
	Implement and operationalize changes to family law contained in the *Family Statute Law Amendment Act 2009* **2008/2009 Accomplishments:** Participated in implementation working group and created plans to develop rules, forms and process changes and updated guides and website	▨	▨	▨		
Enforcement services are effective and timely - Standards, policies and procedures are regularly reviewed and updated	Finalized manual for enforcement officers		▨			
	Prepare communication package for police services to explain scope of civil enforcement function **2008/2009 Accomplishments:** Initiated communications process with police services	▨	▨			

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Legislated Goal #4:

Further the provision of high quality services to the public

Business Goal: Consistent, High Quality Services (cont'd)

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
High quality court reporting and interpreter services are available as needed	Implement strategies to enhance the provision of interpreter services and explore OPS-wide opportunities for partnerships to improve access **2008/2009 Accomplishments:** Completed implementation of quality assurance audit to ensure interpreter scheduling practices are being adhered to Revised the *Court Interpreter Handbook*, which includes increased focus on the Code of Professional Conduct Increased number of lexicons available to interpreters	▨	▨	▨	▨	
	Establish an electronic tool to track and schedule court interpreters **2008/2009 Accomplishments:** Evaluated tool used in the Central West Region	▨	▨	▨		
	Develop enhanced testing and training criteria for interpretation services and establish ongoing professional development opportunities in partnership with interpreter organizations **2008/2009 Accomplishments:** Partnered with Vancouver Community College to develop 25 languages tests, an English proficiency test, a preparation manual and a classification model to assist with scheduling Worked on the development of a new training curriculum for individuals who pass the new interpreter tests	▨	▨	▨	▨	
	Conduct a review of court reporting and transcription production services in Ontario and, in response to the review's recommendation, develop and implement a service delivery option that will enhance court reporting and transcript production in Ontario		▨	▨	▨	

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Legislated Goal #4:

Further the provision of high quality services to the public

Business Goal: Consistent, High Quality Services (cont'd)

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
High quality court reporting and interpreter services are available as needed (cont'd)	Incrementally convert from analogue to digital recording devices for courtroom recording and transcript production **2008/2009 Accomplishments:** Converted 94 rooms — including courtrooms, intake and motion rooms — from analogue recording devices to digital recording devices	▨	▨	▨	▨	
	Expand the Remote Interpreter Gateway Pilot Project to high volume court locations and evaluate **2008/2009 Accomplishments:** Received Innovation Funding to pilot remote interpretation project Extended the pilot beyond March 2009 to enhance the use of remote interpretation	▨	▨	▨		

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Legislated Goal #5:

Promote the efficient use of public resources

Business Goal: Effective and Accountable Decision Making

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
The Division's Five-Year Plan provides multi-year strategic direction on Divisional priorities	The Five-Year Plan is updated annually in consultation with judiciary and court users	▨	▨	▨	▨	▨
Client satisfaction with services is continuously monitored through public complaints protocols and client satisfaction surveys	Regularly monitor court services and programs through client satisfaction surveys **2008/2009 Accomplishments:** Conducted the Client Satisfaction Survey in April 2008 Developed and distributed report on results	▨	▨	▨	▨	▨
	Implement a feedback mechanism about providing service to people with disabilities, to support compliance with the Accessibility Standards for customer service regulation		▨			
The Division has quality assurance standards and practices in place	Improve the consistency and integrity of collection and reporting of court activity data **2008/2009 Accomplishments:** Monitored data quality to identify opportunities and implement improvements Provided court staff with training on approved practices for data entry	▨	▨			

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Legislated Goal #5:

Promote the efficient use of public resources

Business Goal: Effective and Accountable Decision Making (cont'd)

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
Local practices and programs, pilot projects and test pilots are evaluated and assessed for province-wide application	Participated in implementation of best practices for child protection cases through the Family Courts Steering Committee	▨ ✓				
	Evaluate the standard form restraining order and Restraining Order Index		▨			
Provincial stewardship services help ensure that municipal courts deliver *Provincial Offences Act* court services that support accessible, fair, timely and effective justice services • Compliance with standards and requirements by regularly monitoring court activity through the analysis of financial reports as well as annual on-site audits	In collaboration with Municipal Partners, implemented a revised *POA* appeals process, including delivering training to all affected municipal and provincial court staff and identifying a network of municipal and provincial mentors to provide ongoing support	▨ ✓				

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Legislated Goal #5:

Promote the efficient use of public resources

Business Goal: Effective and Accountable Decision Making (cont'd)

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
Management information reports are regularly made available to the Division, MAG, the judiciary, and the public to support ongoing program reviews and the analysis of case processing trends, client satisfaction with services and accountability to the public for the operation of the courts • Reports will be reviewed annually in consultation with the judiciary and court users • Division will continue to respond to ad hoc data requests	Enhance criminal data collection, reporting and analysis to identify and resolve the causes of criminal case delays **2008/2009 Accomplishments:** Provided statistical support to Ministry initiatives including Justice on Target	■	■			
	Develop new standard reports for family, civil, small claims court, Superior Court of Justice criminal and *Provincial Offences Act* matters **2008/2009 Accomplishments:** Family Law Statistics Working Group commenced collecting key information from court managers, policy makers and judiciary	■	■			
	Train staff in the collection of data, the use of databases and reading and interpretation of data reports **2008/2009 Accomplishments:** Provided court staff with training on approved practices for data entry	■	■			
	Work with representatives of the judiciary and court users, and develop research partnerships, to enhance data analysis capacity **2008/2009 Accomplishments:** Worked with staff in the Ministry and Offices of the Chief Justice to enhance our statistical reporting capacity	■	■	■		
	Link court activity statistical data and other data to support workload and resource forecasting		■	■		
	Develop a non-statistical research database for research on social, economic, demographic and justice trends and best practices		■			
	Move from delivery of data to establishment of integrated, analytical management information system to support decision-making		■	■		
	Develop and implement a monitoring and reporting mechanism on compliance with the Accessibility Standards for Customer Service regulation		■			

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Legislated Goal #5:

Promote the efficient use of public resources

Business Goal: Efficient Resource Management

Goal	**Initiative**	**Implementation**				
		08/09	**09/10**	**10/11**	**11/12**	**12/13**
Resource models provide an objective basis for assessing courtroom and court office staffing needs, the judicial and justice of the peace complement for the Ontario Court of Justice, regional allocations and private/public costs of litigation	Confirm division-wide FTEs and establish ongoing tracking mechanism **2008/2009 Accomplishments:** Implemented tracking template system and processed all requests	■	■	■		
	Develop Divisional staffing model		■			
Policies are in place to support effective collection of unpaid fines and estreated bail - Track the amount of defaulted fines and estreated bail collected	Develop and implement a plan for the collection of unpaid *Criminal Code* fines and estreated bails **2008/2009 Accomplishments:** Implemented plan to send defaulted *Criminal Code* fines for collections daily	■	■	■	■	

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Legislated Goal #5:

Promote the efficient use of public resources

Business Goal: Efficient Resource Management (Cont'd)

Goal	Initiative	Implementation				
		08/09	09/10	10/11	11/12	12/13
The Division works with the Facilities Management Branch to effectively manage court facilities and to develop a multi-year strategic facilities plan for future courthouse projects - Develop multi-year infrastructure strategy for major capital and asset management - Ongoing tracking and strategic planning - Work with Facilities Management Branch to develop annual Infrastructure Plans	Implement the court security recommendation of the Provincial-Municipal Fiscal and Service Delivery Review (PMFSDR) to upload municipal costs of court security and prisoner transportation, beginning in 2012, to a maximum of $125 million annually, and develop consistent court security standards to apply to all courthouses **2008/2009 Accomplishments:** Collaborated with the Ministry of Community Safety and Correctional Services to develop a survey to determine the current municipal costs of court security on a province-wide basis, which will be administered in 2009-2010 Assembled a Partner Steering Committee with representation from all provincial and municipal partners and the Association of Municipalities of Ontario, to provide leadership and guidance to the determination of current municipal court security costs and the development of new court security standards	▨	▨	▨	▨	▨
	Explore the potential for strategic planning in courthouse development **2008/2009 Accomplishments:** Successfully completed Courthouse Assessment Studies for all regions Successfully completed the 2009/2010 Infrastructure Plan including regional short, medium and long-term strategies Continued work on the Ministry of the Attorney General asset management framework, which will act as a guide in future capital planning projects	▨	▨	▨	▨	▨
The Division maintains an effective document and resource management system	Participate in the development of strategies and tools in support of integrated resource management **2008/2009 Accomplishments:** Initiated preliminary planning in this area	▨	▨	▨	▨	
The Division effectively manages trust funds	Establish web-based, province-wide, Trust Accounting System		▨	▨	▨	
Inter-regional service measures are in place	Identify and implement measures to share knowledge and resources across regions		▨	▨		

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Appendix B:
Court Statistics

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Appendix Glossary

ICON	The Integrated Courts Offences Network (ICON) is an operational system that tracks criminal charges filed at the Ontario Court of Justice.
FRANK	The FRANK court case tracking system was developed as a standard operational system for Ontario courts. The system collects data and facilitates tracking activity in the following practice areas: civil, small claims court, family and criminal proceedings in the Superior Court of Justice. As of March 31st, 2008, all court locations, with the exception of Toronto, changed to FRANK to track their court activities. Toronto continued to use the older operational system - SUSTAIN - and transitioned to FRANK mid-2008.
SUSTAIN	SUSTAIN is an operational system that tracked: civil, small claims, family and criminal proceedings in the Superior Court of Justice in Toronto and Windsor; civil and small claims proceedings in the Superior Court of Justice in Ottawa; and proceedings in the Family Court branch of the Superior Court of Justice in Ottawa. As of March 31st, 2008, all court locations, with the exception of Toronto, changed to FRANK to track their court activities. Toronto continued to use the older operational system - SUSTAIN - and transitioned to FRANK mid-2008.
Criminal	Criminal data includes all offences under the *Criminal Code of Canada*, *Controlled Drugs and Substances Act / Narcotics Control Act / Food and Drug Act* and other federal offences by adults and young persons. Ontario Court of Justice criminal data is collected by charge, whereas Superior Court of Justice criminal data is collected by indictment.
Civil	Civil data includes proceedings for all *Motor Vehicle Act*, *Construction Lien Act* and estates proceedings and all other civil proceedings in the Superior Court of Justice. It excludes small claims and family matters.
Small Claims	Small claims data includes all cases which fall within the jurisdiction of the small claims court (i.e. civil claims of $10,000 or less, excluding claims under the *Construction Lien Act* and any other matter within the exclusive jurisdiction of the Superior Court of Justice).
Family	Family data includes all cases under the *Family Law Act* (except Part V), the *Children's Law Reform Act* (except sections 59 and 60), Parts III, VI and VII of the *Child and Family Services Act*, the *Interjurisdictional Support Orders Act*, 2002, section 6 of the *Marriage Act*, the *Change of Name Act*, and other family cases. It also includes matters under the *Family Responsibility and Support Enforcement Arrears Act, 1996*, and private enforcements, in Family Events Heard.

Civil Overview by Region

Region	Fiscal Year	Proceedings Received	Events Heard	Courtroom Operating Hours
Central East	2005/2006	8,974	15,081	5,872
	2006/2007	9,024	16,141	5,138
	2007/2008	9,602	16,518	5,309
	2008/2009	9,919	16,962	5,456
Central West	2005/2006	18,010	24,134	9,287
	2006/2007	21,067	25,651	8,933
	2007/2008	22,184	28,144	9,237
	2008/2009	25,372	30,424	11,403
East	2005/2006	5,177	12,713	6,476
	2006/2007	5,142	13,461	4,432
	2007/2008	6,188	11,765	5,205
	2008/2009	8,523	14,565	4,116
Northeast	2005/2006	2,905	5,865	2,048
	2006/2007	2,754	5,939	1,959
	2007/2008	3,052	5,623	1,612
	2008/2009	3,192	6,117	1,489
Northwest	2005/2006	954	2,255	1,073
	2006/2007	977	2,231	912
	2007/2008	986	2,274	982
	2008/2009	969	2,015	761
Toronto	2005/2006	30,828	59,079	31,509
	2006/2007	30,407	50,526	28,790
	2007/2008	30,675	43,932	27,199
	2008/2009	32,865	53,589	28,520

Civil Overview by Region continued

Region	Fiscal Year	Proceedings Received	Events Heard	Courtroom Operating Hours
West	2005/2006	12,050	21,149	6,885
	2006/2007	12,736	22,426	7,107
	2007/2008	12,728	23,791	6,913
	2008/2009	13,467	28,362	7,124
Ontario	2005/2006	78,898	140,276	63,149
	2006/2007	82,107	136,375	57,271
	2007/2008	85,416	132,047	56,459
	2008/2009	94,307	152,034	58,869

1. Data obtained from an automated data collection system were used to compile the Proceedings Received and Events Heard statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. New proceedings include all new files opened except for: Bulk Sales affidavits; Restitution Orders; Solicitor and Client Assessments; Fee Waiver requests; Uncontested Estate matters.
3. Events Heard include all scheduled events dealt with by a presiding official (including adjournments). While Bulk Sales affidavits; Restitution Orders; Solicitor and Client Assessments; Fee Waiver requests are not included in new proceedings, the related event activity is included in the number of events heard.
4. Over the past two years the number of civil proceedings commenced and events heard for Ottawa increased by 49%, and 35% respectively due to the inclusion of bankruptcy matters in civil statistics beginning December 10, 2007, when the Ottawa civil court moved over to a new operational system. Over the same time period, proceedings commenced and events heard net of bankruptcy decreased by 1% and 5% respectively.
5. A decrease of 13% in Toronto events heard in 2007/08, and a subsequent increase in 2008/2009 of 22% was due to a change in data entry practices for bankruptcy and commercial matters in 2007/08 that has since ended. Excluding bankruptcy and commercial matters, events heard in Toronto remained steady over the two year period.
6. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: FRANK and SUSTAIN

Civil Proceedings Received

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central East	Barrie	1,340	1,649	1,598	1,801	461	34%
	Bracebridge	227	189	212	195	-32	-14%
	Cobourg	165	131	163	159	-6	-4%
	Lindsay	211	215	207	188	-23	-11%
	Newmarket	3,910	4,550	5,307	5,535	1,625	42%
	Peterborough	388	413	385	346	-42	-11%
	Whitby	2,733	1,877	1,730	1,695	-1,038	-38%
Central East Total		**8,974**	**9,024**	**9,602**	**9,919**	**945**	**11%**
Central West	Brampton	4,118	4,020	3,775	4,878	760	18%
	Brantford	468	566	695	870	402	86%
	Cayuga	53	82	76	82	29	55%
	Hamilton	6,334	7,199	7,578	8,816	2,482	39%
	Milton	4,958	6,894	7,596	8,126	3,168	64%
	Orangeville	573	611	703	893	320	56%
	Simcoe	130	177	188	152	22	17%
	St. Catharines	839	872	986	848	9	1%
	Welland	537	646	587	707	170	32%
Central West Total		**18,010**	**21,067**	**22,184**	**25,372**	**7,362**	**41%**
East	Belleville	353	383	351	391	38	11%
	Brockville	165	182	196	175	10	6%
	Cornwall	175	170	209	223	48	27%
	Kingston	547	511	463	497	-50	-9%
	L'Orignal	50	81	65	72	22	44%
	Napanee	32	42	34	27	-5	-16%
	Ottawa	3,607	3,512	4,587	6,839	3,232	90%
	Pembroke	126	149	155	173	47	37%
	Perth	93	73	103	100	7	8%
	Picton	29	39	25	26	-3	-10%
East Total		**5,177**	**5,142**	**6,188**	**8,523**	**3,346**	**65%**
Northeast	Cochrane (inc. Timmins)	375	454	369	419	44	12%
	Elliot Lake						
	Gore Bay	32	33	17	22	-10	-31%
	Haileybury	99	115	136	118	19	19%
	North Bay	303	260	291	337	34	11%
	Parry Sound	110	128	128	111	1	1%
	Sault Ste. Marie	335	363	396	411	76	23%
	Sudbury	1,651	1,401	1,715	1,774	123	7%
Northeast Total		**2,905**	**2,754**	**3,052**	**3,192**	**287**	**10%**

Civil Proceedings Received continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Northwest	Fort Frances	27	26	21	29	2	7%
	Kenora	160	136	167	184	24	15%
	Thunder Bay	767	815	798	756	-11	-1%
Northwest Total		**954**	**977**	**986**	**969**	**15**	**2%**
Toronto	Toronto Superior Court Of Justice	30,828	30,407	30,675	32,865	2,037	7%
Toronto Total		**30,828**	**30,407**	**30,675**	**32,865**	**2,037**	**7%**
West	Chatham	317	286	300	294	-23	-7%
	Goderich	88	95	87	95	7	8%
	Guelph	388	438	419	546	158	41%
	Kitchener	1,731	1,791	1,755	2,095	364	21%
	London	6,475	7,012	7,239	7,506	1,031	16%
	Owen Sound	249	339	252	257	8	3%
	Sarnia	329	312	287	277	-52	-16%
	St. Thomas	131	122	192	110	-21	-16%
	Stratford	187	150	138	145	-42	-22%
	Walkerton	115	98	113	99	-16	-14%
	Windsor	1,863	1,936	1,769	1,853	-10	-1%
	Woodstock	177	157	177	190	13	7%
West Total		**12,050**	**12,736**	**12,728**	**13,467**	**1,417**	**12%**
Ontario Total		**78,898**	**82,107**	**85,416**	**94,307**	**15,409**	**20%**

1. Data obtained from an automated data collection system were used to compile these statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. New proceedings include all new files opened except for: Bulk Sales affidavits; Restitution Orders; Solicitor and Client Assessments; Fee Waiver requests; Uncontested Estate matters.
3. Over the past two years the number of civil proceedings commenced for Ottawa increased by 49% due to the inclusion of bankruptcy matters in civil statistics beginning December 10, 2007, when the Ottawa civil court moved over to a new operational system. Over the same time period in Ottawa, proceedings commenced net of bankruptcy decreased by 1%.

SOURCE: FRANK and SUSTAIN

Civil Events Heard

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central East	Barrie	2,899	3,403	3,354	2,674	-225	-8%
	Bracebridge	360	523	409	487	127	35%
	Cobourg	215	223	243	270	55	26%
	Lindsay	415	404	440	436	21	5%
	Newmarket	6,919	7,583	7,949	8,875	1,956	28%
	Peterborough	525	590	666	704	179	34%
	Whitby	3,748	3,415	3,457	3,516	-232	-6%
Central East Total		**15,081**	**16,141**	**16,518**	**16,962**	**1,881**	**12%**
Central West	Brampton	6,360	6,647	6,517	6,620	260	4%
	Brantford	764	775	905	1,088	324	42%
	Cayuga	149	238	175	183	34	23%
	Hamilton	9,710	10,469	12,468	13,010	3,300	34%
	Milton	3,142	3,623	3,724	4,668	1,526	49%
	Orangeville	484	473	542	679	195	40%
	Simcoe	377	408	427	487	110	29%
	St. Catharines	1,966	1,722	2,022	2,367	401	20%
	Welland	1,182	1,296	1,364	1,322	140	12%
Central West Total		**24,134**	**25,651**	**28,144**	**30,424**	**6,290**	**26%**
East	Belleville	886	848	873	889	3	0%
	Brockville	343	403	427	407	64	19%
	Cornwall	201	161	237	223	22	11%
	Kingston	1,033	1,049	1,031	873	-160	-15%
	L'Orignal	137	163	81	117	-20	-15%
	Napanee	53	57	88	44	-9	-17%
	Ottawa	9,429	10,196	8,455	11,443	2,014	21%
	Pembroke	374	325	344	394	20	5%
	Perth	185	180	148	122	-63	-34%
	Picton	72	79	81	53	-19	-26%
East Total		**12,713**	**13,461**	**11,765**	**14,565**	**1,852**	**15%**
Northeast	Cochrane (inc. Timmins)	1,015	1,075	998	1,005	-10	-1%
	Elliot Lake						
	Gore Bay	39	44	49	29	-10	-26%
	Haileybury	198	285	257	231	33	17%
	North Bay	939	927	657	787	-152	-16%
	Parry Sound	182	161	132	176	-6	-3%
	Sault Ste. Marie	869	777	861	921	52	6%
	Sudbury	2,623	2,670	2,669	2,968	345	13%
Northeast Total		**5,865**	**5,939**	**5,623**	**6,117**	**252**	**4%**

Civil Events Heard continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Northwest	Fort Frances	46	45	64	44	-2	-4%
	Kenora	476	396	355	399	-77	-16%
	Thunder Bay	1,733	1,790	1,855	1,572	-161	-9%
Northwest Total		**2,255**	**2,231**	**2,274**	**2,015**	**-240**	**-11%**
Toronto	Toronto Superior Court Of Justice	59,079	50,526	43,932	53,589	-5,490	-9%
Toronto Total		**59,079**	**50,526**	**43,932**	**53,589**	**-5,490**	**-9%**
West	Chatham	930	809	974	951	21	2%
	Goderich	172	202	168	255	83	48%
	Guelph	817	910	919	1,280	463	57%
	Kitchener	3,004	3,480	3,755	3,884	880	29%
	London	8,786	9,114	10,675	13,278	4,492	51%
	Owen Sound	387	421	399	468	81	21%
	Sarnia	675	675	655	566	-109	-16%
	St. Thomas	218	224	391	398	180	83%
	Stratford	300	386	343	269	-31	-10%
	Walkerton	234	182	158	162	-72	-31%
	Windsor	5,395	5,704	5,075	6,518	1,123	21%
	Woodstock	231	319	279	333	102	44%
West Total		**21,149**	**22,426**	**23,791**	**28,362**	**7,213**	**34%**
Ontario Total		**140,276**	**136,375**	**132,047**	**152,034**	**11,758**	**8%**

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2. Events Heard include all scheduled events dealt with by a presiding official (including adjournments). While Bulk Sales affidavits; Restitution Orders; Solicitor and Client Assessments; Fee Waiver requests are not included in new proceedings, the related event activity is included in the number of events heard.
3. Over the past two years the number of civil events heard for Ottawa increased by 35% due to the inclusion of bankruptcy matters in civil statistics beginning December 10, 2007, when the Ottawa civil court moved over to a new operational system. Over the same time period, events heard net of bankruptcy decreased by five percent.
4. A decrease of 13% in Toronto events heard in 2007/08, and a subsequent increase in 2008/2009 of 22% was due to a change in data entry practices for bankruptcy and commercial matters in 2007/08 that has since ended. Excluding bankruptcy and commercial matters, events heard in Toronto remained steady over the two year period.

SOURCE: FRANK and SUSTAIN

Ontario Court of Justice: Criminal Overview by Region

Region	Fiscal Year	Charges Received	Charges Disposed	Charges Pending	Events Heard	Courtroom Operating Hours
Central East	2004/2005	94,632	87,594	46,777	805,602	49,316
	2005/2006	96,131	96,406	44,884	861,386	51,696
	2006/2007	103,393	95,894	50,786	930,684	51,172
	2007/2008	101,472	102,398	48,169	987,606	53,344
	2008/2009	106,358	104,522	49,101	965,247	53,360
Central West	2004/2005	98,256	98,684	46,470	796,352	52,937
	2005/2006	100,137	95,836	48,365	859,015	51,966
	2006/2007	99,571	96,062	50,912	917,084	53,018
	2007/2008	97,346	96,143	49,799	914,090	55,675
	2008/2009	96,470	93,847	51,857	906,175	55,782
East	2004/2005	78,793	76,564	34,477	608,145	32,201
	2005/2006	78,741	78,981	33,007	652,018	33,617
	2006/2007	83,219	79,889	35,135	696,602	31,484
	2007/2008	80,551	79,816	34,295	698,290	32,829
	2008/2009	88,930	84,988	37,180	771,317	33,521
Northeast	2004/2005	40,748	39,866	14,582	276,158	14,886
	2005/2006	40,258	39,104	15,370	284,441	15,288
	2006/2007	42,261	41,306	15,532	314,908	15,917
	2007/2008	44,934	42,312	16,077	329,524	16,079
	2008/2009	46,866	46,882	16,241	347,081	16,069
Northwest	2004/2005	19,822	19,419	6,107	114,346	6,510
	2005/2006	20,086	18,568	7,398	122,417	6,730
	2006/2007	20,827	20,394	7,073	138,397	7,136
	2007/2008	20,301	19,629	7,105	134,558	6,621
	2008/2009	22,179	21,930	6,881	143,630	7,762
Toronto	2004/2005	133,785	130,054	67,792	1,417,631	72,056
	2005/2006	142,804	130,684	73,452	1,592,856	73,432
	2006/2007	146,572	138,363	77,758	1,700,010	73,669
	2007/2008	147,233	135,380	82,263	1,674,801	73,207
	2008/2009	146,543	142,421	82,143	1,702,500	76,152

Ontario Court of Justice: Criminal Overview by Region continued

Region	Fiscal Year	Charges Received	Charges Disposed	Charges Pending	Events Heard	Courtroom Operating Hours
West	2004/2005	90,334	87,391	33,782	678,436	43,339
	2005/2006	95,487	92,289	35,859	753,914	44,890
	2006/2007	102,194	99,273	37,777	801,129	45,315
	2007/2008	103,774	102,858	37,954	848,503	46,326
	2008/2009	103,976	101,170	40,833	851,845	45,741
Ontario	2004/2005	556,370	539,572	249,987	4,696,670	271,245
	2005/2006	573,644	551,868	258,335	5,126,047	277,619
	2006/2007	598,037	571,181	274,973	5,498,814	277,711
	2007/2008	595,611	578,536	275,662	5,587,372	284,080
	2008/2009	611,322	595,760	284,236	5,687,795	288,386

1. Criminal proceedings received and disposed are individual criminal charges. There may be multiple charges laid against an accused in a single "case." There are approximately two charges per case.
2. Charges received have been adjusted for transfers.
3. Charges pending are active charges that have a future court date scheduled as of the last day of the month. For example, where a bench warrant is issued against a person, no future court dates are scheduled until the bench warrant is executed. These charges are therefore treated as "inactive proceedings" and are excluded from the total number of pending charges.
4. Criminal events heard in the Ontario Court of Justice are collected for each charge that was before the court. For example, if a person has been charged with two offences, the courts data base shows two events for each court appearance. Events heard include trials, pre-trials, motion hearings, bail hearings, preliminary hearings, and other hearings.
5. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: ICON

Ontario Court of Justice: Criminal Charges Received

Region	Location	04/05	05/06	06/07	07/08	08/09	Change 04/05 to 08/09	% Change 04/05 to 08/09
Central East	Barrie	18,233	18,109	18,037	18,736	19,462	1,229	7%
	Bracebridge	3,538	3,581	3,921	4,056	3,330	-208	-6%
	Cobourg	3,946	3,988	4,235	4,758	4,197	251	6%
	Lindsay	5,988	5,922	6,156	6,016	6,609	621	10%
	Newmarket	25,999	27,049	29,261	29,608	31,167	5,168	20%
	Orillia	3,182	3,320	3,633	3,654	3,728	546	17%
	Oshawa	26,296	26,601	29,793	27,562	30,929	4,633	18%
	Peterborough	7,450	7,561	8,357	7,082	6,936	-514	-7%
Central East Total		**94,632**	**96,131**	**103,393**	**101,472**	**106,358**	**11,726**	**12%**
Central West	Brampton	38,244	40,568	40,788	37,011	34,897	-3,347	-9%
	Brantford	8,265	7,713	8,140	8,620	7,713	-552	-7%
	Cayuga	1,575	1,569	1,897	2,143	1,969	394	25%
	Hamilton	20,033	19,652	18,909	19,397	19,270	-763	-4%
	Milton	8,938	9,330	8,982	9,946	10,697	1,759	20%
	Orangeville	4,335	4,884	4,839	4,894	5,095	760	18%
	Simcoe	2,835	3,023	3,008	2,518	2,554	-281	-10%
	St. Catharines	11,927	11,357	11,125	11,176	12,196	269	2%
	Welland	2,104	2,041	1,883	1,641	2,079	-25	-1%
Central West Total		**98,256**	**100,137**	**99,571**	**97,346**	**96,470**	**-1,786**	**-2%**
East	Belleville	6,996	6,305	6,501	5,728	7,354	358	5%
	Brockville	4,794	5,125	4,759	5,306	6,402	1,608	34%
	Cornwall	7,874	7,843	8,212	7,824	8,900	1,026	13%
	Kingston	7,549	7,823	7,151	7,174	7,829	280	4%
	L'Orignal	2,595	2,685	3,136	3,114	2,957	362	14%
	Napanee	2,325	2,404	2,493	2,932	2,611	286	12%
	Ottawa	37,353	36,863	39,783	37,577	42,058	4,705	13%
	Pembroke	4,283	4,533	5,273	4,939	4,963	680	16%
	Perth	4,012	4,197	4,795	4,927	4,911	899	22%
	Picton	1,012	963	1,116	1,030	945	-67	-7%
East Total		**78,793**	**78,741**	**83,219**	**80,551**	**88,930**	**10,137**	**13%**
Northeast	Cochrane	2,243	2,287	2,313	3,235	3,345	1,102	49%
	Elliot Lake	960	1,006	898	799	830	-130	-14%
	Espanola	697	595	629	828	855	158	23%
	Gore Bay	1,481	1,370	1,472	1,757	1,520	39	3%
	Haileybury	1,910	2,307	2,001	2,625	2,644	734	38%
	Kirkland Lake	383	393	343	479	631	248	65%
	North Bay	5,830	5,649	5,741	5,479	6,113	283	5%
	Parry Sound	2,432	2,481	2,545	2,429	2,928	496	20%

Ontario Court of Justice: Criminal Charges Received continued

Region	Location	04/05	05/06	06/07	07/08	08/09	Change 04/05 to 08/09	% Change 04/05 to 08/09
	Sault Ste. Marie	7,428	7,204	7,998	7,843	7,789	361	5%
	Sudbury	12,445	12,328	13,110	14,151	15,233	2,788	22%
	Timmins	4,939	4,638	5,211	5,309	4,978	39	1%
Northeast Total		**40,748**	**40,258**	**42,261**	**44,934**	**46,866**	**6,118**	**15%**
Northwest	Dryden	3,161	3,321	3,548	3,746	4,852	1,691	53%
	Fort Frances	1,281	1,324	1,483	1,315	1,281	0	0%
	Kenora	4,610	4,715	4,900	5,181	5,094	484	10%
	Thunder Bay	10,770	10,726	10,896	10,059	10,952	182	2%
Northwest Total		**19,822**	**20,086**	**20,827**	**20,301**	**22,179**	**2,357**	**12%**
Toronto	1000 Finch Ave. W.	22,379	26,544	23,698	23,832	23,544	1,165	5%
	1911 Eglinton Ave.	24,216	26,718	29,248	29,607	27,669	3,453	14%
	2201 Finch Ave. W.	23,899	22,320	25,462	24,067	22,909	-990	-4%
	311 Jarvis St.	5,376	5,703	4,828	5,765	5,983	607	11%
	College Park	19,944	17,062	17,563	20,812	23,474	3,530	18%
	Old City Hall	37,971	44,457	45,773	43,150	42,964	4,993	13%
Toronto Total		**133,785**	**142,804**	**146,572**	**147,233**	**146,543**	**12,758**	**10%**
West	Chatham	4,465	6,145	6,672	6,229	6,524	2,059	46%
	Goderich	1,747	2,102	2,322	2,568	2,373	626	36%
	Guelph	6,291	6,505	6,335	6,744	7,074	783	12%
	Kitchener	20,718	21,608	22,637	24,238	24,772	4,054	20%
	London	17,938	18,794	21,820	21,654	22,949	5,011	28%
	Owen Sound	3,365	3,158	3,494	3,719	3,747	382	11%
	Sarnia	6,313	6,937	8,410	8,581	8,389	2,076	33%
	St. Thomas	3,219	3,727	3,752	3,781	3,839	620	19%
	Stratford	2,658	2,824	2,689	2,620	2,522	-136	-5%
	Walkerton	2,114	2,715	3,015	3,225	2,731	617	29%
	Windsor	17,052	16,388	16,870	16,088	14,585	-2,467	-14%
	Woodstock	4,454	4,584	4,178	4,327	4,471	17	0%
West Total		**90,334**	**95,487**	**102,194**	**103,774**	**103,976**	**13,642**	**15%**
Ontario Total		**556,370**	**573,644**	**598,037**	**595,611**	**611,322**	**54,952**	**10%**

1. Criminal proceedings received are individual criminal charges. There may be multiple charges laid against an accused in a single "case." There are approximately two charges per case.
2. Charges received have been adjusted for transfers.

SOURCE: ICON

Ontario Court of Justice: Criminal Charges Disposed

Region	Location	04/05	05/06	06/07	07/08	08/09	Change 04/05 to 08/09	% Change 04/05 to 08/09
Central East	Barrie	16,341	19,467	18,847	17,742	18,981	2,640	16%
	Bracebridge	3,361	3,584	3,628	3,421	3,538	177	5%
	Cobourg	3,790	3,686	3,996	4,405	4,596	806	21%
	Lindsay	6,281	5,483	6,035	6,182	6,457	176	3%
	Newmarket	22,674	26,885	26,780	30,247	30,037	7,363	32%
	Orillia	3,188	2,980	3,229	3,599	3,807	619	19%
	Oshawa	25,746	26,817	26,250	28,384	30,104	4,358	17%
	Peterborough	6,213	7,504	7,129	8,418	7,002	789	13%
Central East Total		**87,594**	**96,406**	**95,894**	**102,398**	**104,522**	**16,928**	**19%**
Central West	Brampton	38,948	37,173	38,084	38,560	34,333	-4,615	-12%
	Brantford	8,079	7,562	7,919	8,145	7,432	-647	-8%
	Cayuga	1,563	1,736	1,640	1,928	1,958	395	25%
	Hamilton	20,018	20,227	19,109	18,650	18,607	-1,411	-7%
	Milton	9,962	8,507	8,676	9,179	10,462	500	5%
	Orangeville	4,662	4,166	4,657	4,551	4,875	213	5%
	Simcoe	2,610	3,074	3,063	2,529	2,378	-232	-9%
	St. Catharines	10,769	11,363	11,158	10,804	11,962	1,193	11%
	Welland	2,073	2,028	1,756	1,797	1,840	-233	-11%
Central West Total		**98,684**	**95,836**	**96,062**	**96,143**	**93,847**	**-4,837**	**-5%**
East	Belleville	7,130	6,579	6,226	5,662	6,629	-501	-7%
	Brockville	4,316	4,756	4,817	4,758	6,138	1,822	42%
	Cornwall	7,781	7,547	7,242	8,163	8,551	770	10%
	Kingston	6,989	7,944	7,330	7,094	7,340	351	5%
	L'Orignal	2,413	2,639	2,547	3,334	3,106	693	29%
	Napanee	2,333	2,541	2,488	2,753	2,550	217	9%
	Ottawa	36,286	37,932	38,299	37,741	39,464	3,178	9%
	Pembroke	4,228	4,020	5,453	4,838	5,246	1,018	24%
	Perth	4,049	4,013	4,379	4,451	5,123	1,074	27%
	Picton	1,039	1,010	1,108	1,022	841	-198	-19%
East Total		**76,564**	**78,981**	**79,889**	**79,816**	**84,988**	**8,424**	**11%**
Northeast	Cochrane	2,389	2,205	2,229	2,280	3,499	1,110	46%
	Elliot Lake	879	891	793	851	786	-93	-11%
	Espanola	632	585	726	710	735	103	16%
	Gore Bay	1,446	1,272	1,434	1,631	1,654	208	14%
	Haileybury	1,944	1,713	1,984	2,157	2,555	611	31%
	Kirkland Lake	387	327	404	305	558	171	44%
	North Bay	5,873	5,682	5,343	5,291	5,719	-154	-3%
	Parry Sound	2,023	2,758	2,679	2,480	2,971	948	47%

Ontario Court of Justice: Criminal Charges Disposed continued

Region	Location	04/05	05/06	06/07	07/08	08/09	Change 04/05 to 08/09	% Change 04/05 to 08/09
	Sault Ste. Marie	7,416	6,933	8,049	7,831	7,958	542	7%
	Sudbury	12,143	12,186	12,635	13,832	15,329	3,186	26%
	Timmins	4,734	4,552	5,030	4,944	5,118	384	8%
Northeast Total		**39,866**	**39,104**	**41,306**	**42,312**	**46,882**	**7,016**	**18%**
Northwest	Dryden	2,976	3,301	3,559	3,603	4,537	1,561	52%
	Fort Frances	1,211	1,286	1,178	1,437	1,345	134	11%
	Kenora	4,663	4,257	4,620	5,141	5,180	517	11%
	Thunder Bay	10,569	9,724	11,037	9,448	10,868	299	3%
Northwest Total		**19,419**	**18,568**	**20,394**	**19,629**	**21,930**	**2,511**	**13%**
Toronto	1000 Finch Ave. W.	24,702	25,039	22,777	24,446	23,137	-1,565	-6%
	1911 Eglinton Ave.	22,397	23,463	26,530	27,625	28,024	5,627	25%
	2201 Finch Ave. W.	21,461	22,603	23,753	21,174	24,740	3,279	15%
	311 Jarvis St.	5,779	4,998	5,780	5,203	5,544	-235	-4%
	College Park	19,048	18,360	16,230	17,925	20,325	1,277	7%
	Old City Hall	36,667	36,221	43,293	39,007	40,651	3,984	11%
Toronto Total		**130,054**	**130,684**	**138,363**	**135,380**	**142,421**	**12,367**	**10%**
West	Chatham	4,907	5,568	6,327	6,333	5,562	655	13%
	Goderich	1,937	1,951	2,150	2,254	2,458	521	27%
	Guelph	5,985	5,879	6,488	6,269	6,706	721	12%
	Kitchener	20,559	20,947	21,162	23,604	23,941	3,382	16%
	London	17,634	18,632	20,278	22,719	21,596	3,962	22%
	Owen Sound	3,234	3,317	3,232	3,722	3,765	531	16%
	Sarnia	6,145	6,203	7,357	8,792	7,863	1,718	28%
	St. Thomas	2,931	3,568	3,719	3,595	4,030	1,099	37%
	Stratford	2,619	2,938	2,716	2,573	2,511	-108	-4%
	Walkerton	2,100	2,317	3,009	3,212	2,927	827	39%
	Windsor	15,395	16,786	18,176	15,328	15,177	-218	-1%
	Woodstock	3,945	4,183	4,659	4,457	4,634	689	17%
West Total		**87,391**	**92,289**	**99,273**	**102,858**	**101,170**	**13,779**	**16%**
Ontario Total		**539,572**	**551,868**	**571,181**	**578,536**	**595,760**	**56,188**	**10%**

1. Criminal proceedings disposed are individual criminal charges. There may be multiple charges laid against an accused in a single "case." There are approximately two charges per case.

SOURCE: ICON

Ontario Court of Justice: Criminal Charges Pending

Region	Location	04/05	05/06	06/07	07/08	08/09	Change 04/05 to 08/09	% Change 04/05 to 08/09
Central East	Barrie	9,397	8,093	6,999	7,582	7,607	-1,790	-19%
	Bracebridge	1,150	1,112	1,262	1,553	1,377	227	20%
	Cobourg	1,523	1,789	1,979	2,149	1,495	-28	-2%
	Lindsay	2,844	3,115	3,141	2,858	3,079	235	8%
	Newmarket	14,734	14,371	16,441	15,208	16,096	1,362	9%
	Orillia	973	1,208	1,453	1,376	1,317	344	35%
	Oshawa	12,079	11,317	14,426	13,632	14,477	2,398	20%
	Peterborough	4,077	3,879	5,085	3,811	3,653	-424	-10%
Central East Total		**46,777**	**44,884**	**50,786**	**48,169**	**49,101**	**2,324**	**5%**
Central West	Brampton	20,543	22,737	24,813	21,313	21,227	684	3%
	Brantford	3,511	3,480	3,477	3,868	4,131	620	18%
	Cayuga	609	414	636	905	921	312	51%
	Hamilton	7,717	6,934	6,720	7,520	8,558	841	11%
	Milton	4,608	5,006	5,355	6,014	6,143	1,535	33%
	Orangeville	1,609	2,213	2,309	2,503	2,682	1,073	67%
	Simcoe	1,133	1,071	985	966	1,141	8	1%
	St. Catharines	5,710	5,522	5,451	5,746	5,893	183	3%
	Welland	1,030	988	1,166	964	1,161	131	13%
Central West Total		**46,470**	**48,365**	**50,912**	**49,799**	**51,857**	**5,387**	**12%**
East	Belleville	2,225	1,877	2,026	1,844	2,409	184	8%
	Brockville	2,024	2,393	2,127	2,455	2,568	544	27%
	Cornwall	3,986	4,081	4,769	4,426	4,690	704	18%
	Kingston	3,137	2,881	2,648	2,644	3,085	-52	-2%
	L'Orignal	1,076	995	1,505	1,218	1,090	14	1%
	Napanee	668	508	470	640	648	-20	-3%
	Ottawa	18,229	16,450	17,706	16,835	18,849	620	3%
	Pembroke	1,587	2,189	1,873	1,984	1,737	150	9%
	Perth	1,200	1,294	1,687	1,971	1,734	534	45%
	Picton	345	339	324	278	370	25	7%
East Total		**34,477**	**33,007**	**35,135**	**34,295**	**37,180**	**2,703**	**8%**
Northeast	Cochrane	588	779	806	999	1,395	807	137%
	Elliot Lake	377	411	502	446	554	177	47%
	Espanola	350	362	263	389	503	153	44%
	Gore Bay	463	503	503	656	599	136	29%
	Haileybury	679	1,190	1,142	1,394	1,268	589	87%
	Kirkland Lake	110	161	109	265	310	200	182%
	North Bay	1,925	1,867	2,149	2,228	2,484	559	29%

Ontario Court of Justice: Criminal Charges Pending continued

Region	Location	04/05	05/06	06/07	07/08	08/09	Change 04/05 to 08/09	% Change 04/05 to 08/09
	Parry Sound	1,405	1,171	1,060	933	922	-483	-34%
	Sault Ste. Marie	2,742	2,956	2,703	2,503	2,302	-440	-16%
	Sudbury	4,354	4,332	4,616	4,475	4,208	-146	-3%
	Timmins	1,589	1,638	1,679	1,789	1,696	107	7%
Northeast Total		**14,582**	**15,370**	**15,532**	**16,077**	**16,241**	**1,659**	**11%**
	Fort Frances	333	356	519	357	344	11	3%
	Kenora	1,434	1,760	1,774	1,749	1,667	233	16%
	Thunder Bay	3,478	4,412	3,936	4,103	3,861	383	11%
Northwest Total		**6,107**	**7,398**	**7,073**	**7,105**	**6,881**	**774**	**13%**
Toronto	1000 Finch Ave. W.	11,472	12,134	12,327	11,348	11,600	128	1%
	1911 Eglinton Ave.	12,077	14,613	16,664	17,337	16,940	4,863	40%
	2201 Finch Ave. W.	12,018	11,220	12,687	14,612	12,266	248	2%
	311 Jarvis St.	2,646	3,292	2,298	2,794	3,198	552	21%
	College Park	9,536	7,806	8,688	10,431	13,043	3,507	37%
	Old City Hall	20,043	24,387	25,094	25,741	25,096	5,053	25%
Toronto Total		**67,792**	**73,452**	**77,758**	**82,263**	**82,143**	**14,351**	**21%**
West	Chatham	1,560	2,170	2,343	2,169	3,022	1,462	94%
	Goderich	584	711	847	1,066	968	384	66%
	Guelph	2,184	2,708	2,460	2,869	3,242	1,058	48%
	Kitchener	5,932	6,469	7,393	7,745	8,050	2,118	36%
	London	7,855	7,686	8,931	7,735	9,528	1,673	21%
	Owen Sound	1,123	952	1,095	1,026	1,175	52	5%
	Sarnia	2,053	2,647	3,460	3,046	3,601	1,548	75%
	St. Thomas	1,256	1,381	1,354	1,440	1,374	118	9%
	Stratford	722	550	537	541	541	-181	-25%
	Walkerton	834	1,189	1,257	1,195	974	140	17%
	Windsor	7,534	6,992	6,242	7,288	6,734	-800	-11%
	Woodstock	2,145	2,404	1,858	1,834	1,624	-521	-24%
West Total		**33,782**	**35,859**	**37,777**	**37,954**	**40,833**	**7,051**	**21%**
Ontario Total		**249,987**	**258,335**	**274,973**	**275,662**	**284,236**	**34,249**	**14%**

1. Charges pending are active charges that have a future court date scheduled as of the last day of the month. For example, where a bench warrant is issued against a person, no future court dates are scheduled until the bench warrant is executed. These charges are therefore treated as "inactive proceedings" and are excluded from the total number of pending charges.

SOURCE: ICON

Ontario Court of Justice: Criminal Events Heard

Region	Location	04/05	05/06	06/07	07/08	08/09	Change 04/05 to 08/09	% Change 04/05 to 08/09
Central East	Barrie	136,935	153,970	147,735	165,543	160,146	23,211	17%
	Bracebridge	17,820	19,245	18,457	19,157	18,090	270	2%
	Cobourg	26,755	29,267	33,739	37,446	38,376	11,621	43%
	Lindsay	50,935	50,674	56,824	57,639	67,400	16,465	32%
	Newmarket	221,046	239,233	252,474	270,212	270,427	49,381	22%
	Orillia	14,046	15,373	18,956	19,556	19,932	5,886	42%
	Oshawa	260,556	269,025	305,485	324,166	308,246	47,690	18%
	Peterborough	77,509	84,599	97,014	93,887	82,630	5,121	7%
Central East Total		**805,602**	**861,386**	**930,684**	**987,606**	**965,247**	**159,645**	**20%**
Central West	Brampton	341,164	369,994	410,517	393,105	355,994	14,830	4%
	Brantford	55,679	57,855	65,906	72,221	67,704	12,025	22%
	Cayuga	9,520	8,623	10,202	12,185	14,211	4,691	49%
	Hamilton	163,790	168,108	166,676	166,615	172,182	8,392	5%
	Milton	69,716	77,777	74,348	87,910	97,055	27,339	39%
	Orangeville	28,240	33,058	37,547	38,623	44,650	16,410	58%
	Simcoe	16,934	21,412	24,286	18,780	18,305	1,371	8%
	St. Catharines	92,315	102,841	108,105	107,017	114,320	22,005	24%
	Welland	18,994	19,347	19,497	17,634	21,754	2,760	15%
Central West Total		**796,352**	**859,015**	**917,084**	**914,090**	**906,175**	**109,823**	**14%**
East	Belleville	51,416	44,496	44,661	40,241	48,774	-2,642	-5%
	Brockville	31,196	37,769	36,585	39,248	47,735	16,539	53%
	Cornwall	62,887	63,255	67,090	68,934	74,738	11,851	19%
	Kingston	63,056	79,016	74,174	67,657	66,718	3,662	6%
	L'Orignal	11,700	12,946	15,964	15,787	14,199	2,499	21%
	Napanee	12,961	12,916	11,475	13,702	12,541	-420	-3%
	Ottawa	308,636	332,591	361,340	363,913	401,943	93,307	30%
	Pembroke	28,259	29,243	37,581	40,821	43,410	15,151	54%
	Perth	31,966	34,605	41,863	43,293	56,697	24,731	77%
	Picton	6,068	5,181	5,869	4,694	4,562	-1,506	-25%
East Total		**608,145**	**652,018**	**696,602**	**698,290**	**771,317**	**163,172**	**27%**
Northeast	Cochrane	11,024	12,072	13,333	18,595	22,122	11,098	101%
	Elliot Lake	3,879	4,859	4,457	3,991	4,228	349	9%
	Espanola	3,300	3,896	3,638	3,460	5,302	2,002	61%
	Gore Bay	9,099	8,465	8,272	10,427	10,764	1,665	18%
	Haileybury	12,251	15,923	20,399	22,118	18,678	6,427	52%
	Kirkland Lake	2,292	2,574	3,105	2,993	4,590	2,298	100%
	North Bay	49,756	46,003	42,620	44,976	48,525	-1,231	-2%

Ontario Court of Justice: Criminal Events Heard continued

Region	Location	04/05	05/06	06/07	07/08	08/09	Change 04/05 to 08/09	% Change 04/05 to 08/09
	Parry Sound	15,046	18,441	16,909	16,559	15,366	320	2%
	Sault Ste. Marie	54,265	55,474	65,377	65,808	69,187	14,922	27%
	Sudbury	88,783	89,270	103,380	106,505	113,311	24,528	28%
	Timmins	26,463	27,464	33,418	34,092	35,008	8,545	32%
Northeast Total		**276,158**	**284,441**	**314,908**	**329,524**	**357,334**	**81,176**	**29%**
	Fort Frances	5,782	6,274	7,501	7,613	7,014	1,232	21%
	Kenora	27,356	28,720	32,846	34,561	34,347	6,991	26%
	Thunder Bay	67,897	72,470	80,144	73,420	77,940	10,043	15%
Northwest Total		**114,346**	**122,417**	**138,397**	**134,558**	**143,757**	**29,411**	**26%**
Toronto	1000 Finch Ave. W.	217,743	247,442	223,248	214,479	204,573	-13,170	-6%
	1911 Eglinton Ave.	222,512	273,069	334,697	363,231	348,312	125,800	57%
	2201 Finch Ave. W.	219,525	233,050	268,441	267,710	246,035	26,510	12%
	311 Jarvis St.	56,095	53,543	54,605	46,208	58,012	1,917	3%
	College Park	231,937	210,184	202,566	227,269	264,134	32,197	14%
	Old City Hall	469,819	575,568	616,453	555,904	581,434	111,615	24%
Toronto Total		**1,417,631**	**1,592,856**	**1,700,010**	**1,674,801**	**1,702,500**	**284,869**	**20%**
West	Chatham	32,983	39,825	45,999	43,308	47,680	14,697	45%
	Goderich	8,245	10,818	12,409	14,865	16,996	8,751	106%
	Guelph	39,145	47,901	48,142	49,920	55,048	15,903	41%
	Kitchener	137,794	154,459	174,478	189,147	191,901	54,107	39%
	London	165,628	184,184	203,131	215,656	216,870	51,242	31%
	Owen Sound	17,704	18,461	19,560	21,045	20,834	3,130	18%
	Sarnia	40,878	50,106	62,308	75,348	72,651	31,773	78%
	St. Thomas	23,076	29,313	28,717	30,615	29,612	6,536	28%
	Stratford	13,074	14,772	12,484	12,814	13,841	767	6%
	Walkerton	12,790	15,610	20,068	21,629	20,245	7,455	58%
	Windsor	143,695	144,371	130,310	131,801	130,386	-13,309	-9%
	Woodstock	43,424	44,094	43,523	42,355	35,781	-7,643	-18%
West Total		**678,436**	**753,914**	**801,129**	**848,503**	**851,845**	**173,409**	**26%**
Ontario Total		**4,696,670**	**5,126,047**	**5,498,814**	**5,587,372**	**5,687,795**	**991,125**	**21%**

1. Criminal events heard in the Ontario Court of Justice are collected for each charge that was before the court. For example, if a person has been charged with two offences, the courts database shows two events for each court appearance. Events heard include trials, pre trials, motion hearings, bail hearings, preliminary hearings, and other hearings.

SOURCE: ICON

Superior Court of Justice: Criminal Overview by Region

Region	Fiscal Year	Indictments & Appeals Received	Indictments & Appeals Disposed	Indictments & Appeals Pending	Events Heard	Courtroom Operating Hours
Central East	2005/2006	624	454	501	5,350	7,577
	2006/2007	487	443	428	5,908	9,208
	2007/2008	485	396	365	5,339	7,570
	2008/2009	483	406	315	4,884	8,162
Central West	2005/2006	955	940	778	10,019	11,465
	2006/2007	800	737	718	9,776	11,374
	2007/2008	843	774	622	9,733	10,832
	2008/2009	797	680	629	9,875	11,098
East	2005/2006	730	683	553	2,454	5,686
	2006/2007	700	633	563	2,548	5,607
	2007/2008	662	632	525	2,780	5,352
	2008/2009	762	678	532	2,696	7,067
Northeast	2005/2006	368	238	277	2,743	2,632
	2006/2007	295	272	229	2,694	2,202
	2007/2008	304	255	176	2,616	2,241
	2008/2009	254	222	134	2,342	2,249
Northwest	2005/2006	128	110	74	906	739
	2006/2007	85	80	56	947	675
	2007/2008	100	67	52	863	760
	2008/2009	106	87	64	960	839
Toronto	2005/2006	1,186	1,057	1,580		17,662
	2006/2007	1,112	1,006	1,704		18,145
	2007/2008	1,057	1,094	1,842		17,025
	2008/2009	954	1,014	1,805		18,408

Superior Court of Justice: Criminal Overview by Region continued

Region	Fiscal Year	Indictments & Appeals Received	Indictments & Appeals Disposed	Indictments & Appeals Pending	Events Heard	Courtroom Operating Hours
West	2005/2006	846	665	661	5,335	6,193
	2006/2007	818	678	633	5,118	6,286
	2007/2008	690	606	582	4,439	6,150
	2008/2009	704	547	587	3,629	5,854
Ontario	2005/2006	4,837	4,147	4,424	26,807	51,955
	2006/2007	4,297	3,849	4,331	26,991	53,496
	2007/2008	4,141	3,824	4,164	25,770	49,930
	2008/2009	4,060	3,634	4,066	24,386	53,678

1. Data obtained from an automated data collection system were used to compile the Indictments & Appeals Received, Indictments & Appeals Disposed, Indictments & Appeals Pending and Events Heard statistics. These data are available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. Events Heard include all scheduled events dealt with by a judge (including adjournments). While applications, motions and bail reviews are not included in case activity (I.e. cases received, disposed and pending), the related event activity is included in the number of events heard.
3. The number of criminal events heard in Superior Court of Justice does not include values from Toronto, Ottawa and Windsor (due to unavailability of data).
4. Indictments are considered disposed of when all counts on the indictment have a final outcome (when sentencing is complete for indictments with a conviction). Appeals are considered disposed of when the appeal decision is given.
5. Indictments are considered pending if any count on the indictment is awaiting a final outcome, and there is a future event scheduled. (Undisposed cases with no future event are considered inactive and are not included.) Appeals are considered pending if a decision has not been given on the appeal, and there is a future event scheduled.
6. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: FRANK and SUSTAIN

Superior Court of Justice: Criminal Indictments and Appeals Received

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central East	Barrie	174	145	135	156	-18	-10%
	Bracebridge	18	25	17	17	-1	-6%
	Cobourg	23	21	29	22	-1	-4%
	Lindsay	32	39	32	31	-1	-3%
	Newmarket	164	112	116	87	-77	-47%
	Peterborough	32	25	28	27	-5	-16%
	Whitby	181	120	128	143	-38	-21%
Central East Total		**624**	**487**	**485**	**483**	**-141**	**-23%**
Central West	Brampton	490	404	437	417	-73	-15%
	Brantford	18	16	16	12	-6	-33%
	Cayuga	13	5	5	6	-7	-54%
	Hamilton	179	168	201	185	6	3%
	Milton	100	91	80	81	-19	-19%
	Orangeville	39	43	35	34	-5	-13%
	Simcoe	14	21	11	8	-6	-43%
	St. Catharines	42	19	24	20	-22	-52%
	Welland	60	33	34	34	-26	-43%
Central West Total		**955**	**800**	**843**	**797**	**-158**	**-17%**
East	Belleville	46	39	43	37	-9	-20%
	Brockville	30	32	22	25	-5	-17%
	Cornwall	73	66	90	87	14	19%
	Kingston	86	85	53	57	-29	-34%
	L'Orignal	42	43	54	40	-2	-5%
	Napanee	13	10	7	13	0	0%
	Ottawa	392	371	328	428	36	9%
	Pembroke	30	27	33	37	7	23%
	Perth	11	18	25	32	21	191%
	Picton	7	9	7	6	-1	-14%
East Total		**730**	**700**	**662**	**762**	**32**	**4%**
Northeast	Cochrane (inc. Timmins)	51	45	31	37	-14	-27%
	Gore Bay	20	18	17	20	0	0%
	Haileybury	17	17	22	33	16	94%
	North Bay	81	56	66	44	-37	-46%
	Parry Sound	17	15	23	29	12	71%
	Sault Ste. Marie	63	67	53	29	-34	-54%
	Sudbury	119	77	92	62	-57	-48%
Northeast Total		**368**	**295**	**304**	**254**	**-114**	**-31%**

Superior Court of Justice: Criminal Indictments and Appeals Received continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Northwest	Fort Frances	1	3	5	4	3	300%
	Kenora	40	18	20	20	-20	-50%
	Thunder Bay	87	64	75	82	-5	-6%
Northwest Total		**128**	**85**	**100**	**106**	**-22**	**-17%**
Toronto	Toronto Superior Court Of Justice	1,186	1,112	1,057	954	-232	-20%
Toronto Total		**1,186**	**1,112**	**1,057**	**954**	**-232**	**-20%**
West	Chatham	35	24	16	19	-16	-46%
	Goderich	28	29	27	28	0	0%
	Guelph	65	62	56	53	-12	-18%
	Kitchener	82	56	66	50	-32	-39%
	London	215	197	152	125	-90	-42%
	Owen Sound	15	17	13	19	4	27%
	Sarnia	47	42	58	41	-6	-13%
	St. Thomas	37	47	32	37	0	0%
	Stratford	62	36	42	43	-19	-31%
	Walkerton	19	18	10	10	-9	-47%
	Windsor	218	263	185	251	33	15%
	Woodstock	23	27	33	28	5	22%
West Total		**846**	**818**	**690**	**704**	**-142**	**-17%**
Ontario Total		**4,837**	**4,297**	**4,141**	**4,060**	**-777**	**-16%**

1. Data obtained from an automated data collection system were used to compile these statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. Cases Received include indictments and appeals for both adult and youth.

SOURCE: FRANK and SUSTAIN

Superior Court of Justice Criminal Indictments and Appeals Disposed

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central East	Barrie	155	164	111	134	-21	-14%
	Bracebridge	6	14	16	10	4	67%
	Cobourg	8	5	15	23	15	188%
	Lindsay	33	33	26	27	-6	-18%
	Newmarket	95	83	84	73	-22	-23%
	Peterborough	23	12	28	22	-1	-4%
	Whitby	134	132	116	117	-17	-13%
Central East Total		**454**	**443**	**396**	**406**	**-48**	**-11%**
Central West	Brampton	501	416	356	347	-154	-31%
	Brantford	15	14	10	7	-8	-53%
	Cayuga	14	6	7	2	-12	-86%
	Hamilton	193	107	220	155	-38	-20%
	Milton	82	75	88	83	1	1%
	Orangeville	18	22	19	26	8	44%
	Simcoe	6	14	17	4	-2	-33%
	St. Catharines	45	38	17	19	-26	-58%
	Welland	66	45	40	37	-29	-44%
Central West Total		**940**	**737**	**774**	**680**	**-260**	**-28%**
East	Belleville	42	44	28	33	-9	-21%
	Brockville	9	12	21	19	10	111%
	Cornwall	57	52	48	56	-1	-2%
	Kingston	72	75	59	58	-14	-19%
	L'Orignal	40	43	47	43	3	8%
	Napanee	7	5	5	2	-5	-71%
	Ottawa	398	363	384	403	5	1%
	Pembroke	31	24	25	32	1	3%
	Perth	17	10	10	27	10	59%
	Picton	10	5	5	5	-5	-50%
East Total		**683**	**633**	**632**	**678**	**-5**	**-1%**
Northeast	Cochrane (inc. Timmins)	31	21	37	29	-2	-6%
	Gore Bay	4	9	6	12	8	200%
	Haileybury	10	17	15	29	19	190%
	North Bay	48	57	46	51	3	6%
	Parry Sound	11	10	17	16	5	45%
	Sault Ste. Marie	51	61	54	35	-16	-31%
	Sudbury	83	97	80	50	-33	-40%
Northeast Total		**238**	**272**	**255**	**222**	**-16**	**-7%**

Superior Court of Justice Criminal Indictments and Appeals Disposed continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Northwest	Fort Frances	4	1	1	1	-3	-75%
	Kenora	32	27	16	17	-15	-47%
	Thunder Bay	74	52	50	69	-5	-7%
Northwest Total		**110**	**80**	**67**	**87**	**-23**	**-21%**
Toronto	Toronto Superior Court Of Justice	1,057	1,006	1,094	1,014	-43	-4%
Toronto Total		**1,057**	**1,006**	**1,094**	**1,014**	**-43**	**-4%**
West	Chatham	31	26	28	13	-18	-58%
	Goderich	30	29	21	22	-8	-27%
	Guelph	67	52	44	33	-34	-51%
	Kitchener	68	72	57	50	-18	-26%
	London	187	135	121	111	-76	-41%
	Owen Sound	6	6	7	9	3	50%
	Sarnia	37	40	39	32	-5	-14%
	St. Thomas	36	39	42	43	7	19%
	Stratford	29	40	21	4	-25	-86%
	Walkerton	15	14	14	3	-12	-80%
	Windsor	155	212	182	193	38	25%
	Woodstock	4	13	30	34	30	750%
West Total		**665**	**678**	**606**	**547**	**-118**	**-18%**
Ontario Total		**4,147**	**3,849**	**3,824**	**3,634**	**-513**	**-12%**

1. Data obtained from an automated data collection system were used to compile these statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. Indictments are considered disposed of when all counts on the indictment have a final outcome (when sentencing is complete for indictments with a conviction). Appeals are considered disposed of when the appeal decision is given.

SOURCE: FRANK and SUSTAIN

Superior Court of Justice: Criminal Indictments and Appeals Pending

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central East	Barrie	132	107	99	103	-29	-22%
	Bracebridge	13	15	11	9	-4	-31%
	Cobourg	19	22	16	12	-7	-37%
	Lindsay	33	33	28	20	-13	-39%
	Newmarket	140	132	108	71	-69	-49%
	Peterborough	19	17	18	10	-9	-47%
	Whitby	145	102	85	90	-55	-38%
Central East Total		**501**	**428**	**365**	**315**	**-186**	**-37%**
Central West	Brampton	413	391	341	342	-71	-17%
	Brantford	14	9	9	13	-1	-7%
	Cayuga	8	6	2	5	-3	-38%
	Hamilton	152	145	136	151	-1	-1%
	Milton	70	78	60	55	-15	-21%
	Orangeville	22	22	20	22	0	0%
	Simcoe	9	12	4	6	-3	-33%
	St. Catharines	31	14	20	15	-16	-52%
	Welland	59	41	30	20	-39	-66%
Central West Total		**778**	**718**	**622**	**629**	**-149**	**-19%**
East	Belleville	19	16	29	28	9	47%
	Brockville	25	29	24	21	-4	-16%
	Cornwall	72	65	81	85	13	18%
	Kingston	73	72	55	48	-25	-34%
	L'Orignal	39	38	40	26	-13	-33%
	Napanee	7	9	5	6	-1	-14%
	Ottawa	284	292	238	261	-23	-8%
	Pembroke	16	19	25	25	9	56%
	Perth	12	16	22	28	16	133%
	Picton	6	7	6	4	-2	-33%
East Total		**553**	**563**	**525**	**532**	**-21**	**-4%**
Northeast	Cochrane (inc. Timmins)	45	34	19	22	-23	-51%
	Gore Bay	16	18	14	7	-9	-56%
	Haileybury	15	11	14	17	2	13%
	North Bay	55	49	44	27	-28	-51%
	Parry Sound	16	14	11	11	-5	-31%
	Sault Ste. Marie	47	49	30	17	-30	-64%
	Sudbury	83	54	44	33	-50	-60%
Northeast Total		**277**	**229**	**176**	**134**	**-143**	**-52%**

Superior Court of Justice: Criminal Indictments and Appeals Pending continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Northwest	Fort Frances	0	1	0	4	4	400%
	Kenora	25	16	13	17	-8	-32%
	Thunder Bay	49	39	39	43	-6	-12%
Northwest Total		**74**	**56**	**52**	**64**	**-10**	**-14%**
Toronto	Toronto Superior Court Of Justice	1,580	1,704	1,842	1,805	225	14%
Toronto Total		**1,580**	**1,704**	**1,842**	**1,805**	**225**	**14%**
West	Chatham	29	23	9	14	-15	-52%
	Goderich	25	21	15	17	-8	-32%
	Guelph	28	27	29	35	7	25%
	Kitchener	72	51	52	45	-27	-38%
	London	163	153	133	94	-69	-42%
	Owen Sound	7	12	10	9	2	29%
	Sarnia	37	32	40	40	3	8%
	St. Thomas	38	44	33	23	-15	-39%
	Stratford	29	16	26	26	-3	-10%
	Walkerton	9	10	3	4	-5	-56%
	Windsor	205	220	204	262	57	28%
	Woodstock	19	24	28	18	-1	-5%
West Total		**661**	**633**	**582**	**587**	**-74**	**-11%**
Ontario Total		**4424**	**4,331**	**4,164**	**4,066**	**-358**	**-8%**

1. Data obtained from an automated data collection system were used to compile these statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. Indictments are considered pending if any count on the indictment is awaiting a final outcome, and there is a future event scheduled. (Undisposed cases with no future event are considered inactive and are not included.) Appeals are considered pending if a decision has not been given on the appeal, and there is a future event scheduled.

SOURCE: FRANK and SUSTAIN

Superior Court of Justice: Criminal Events Heard

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central East	Barrie	1,541	1,533	1,155	1,137	-404	-26%
	Bracebridge	117	147	166	140	23	20%
	Cobourg	194	270	237	143	-51	-26%
	Lindsay	230	272	357	362	132	57%
	Newmarket	1,398	1,713	1,497	1,383	-15	-1%
	Peterborough	244	195	230	181	-63	-26%
	Whitby	1,626	1,778	1,697	1,538	-88	-5%
Central East Total		**5,350**	**5,908**	**5,339**	**4,884**	**-466**	**-9%**
Central West	Brampton	5,464	5,690	5,412	5,711	247	5%
	Brantford	227	188	300	263	36	16%
	Cayuga	106	67	61	39	-67	-63%
	Hamilton	1,959	1,705	1,969	1,905	-54	-3%
	Milton	733	808	814	785	52	7%
	Orangeville	231	288	213	261	30	13%
	Simcoe	65	155	161	109	44	68%
	St. Catharines	393	370	344	322	-71	-18%
	Welland	841	505	459	480	-361	-43%
Central West Total		**10,019**	**9,776**	**9,733**	**9,875**	**-144**	**-1%**
East	Belleville	316	280	196	185	-131	-41%
	Brockville	165	174	225	203	38	23%
	Cornwall	528	591	795	899	371	70%
	Kingston	700	858	725	583	-117	-17%
	L'Orignal	266	218	289	225	-41	-15%
	Napanee	55	74	50	33	-22	-40%
	Pembroke	218	185	218	298	80	37%
	Perth	136	114	234	228	92	68%
	Picton	70	54	48	42	-28	-40%
East Total		**2,454**	**2,548**	**2,780**	**2,696**	**242**	**10%**
Northeast	Cochrane (inc. Timmins)	399	493	362	388	-11	-3%
	Gore Bay	145	164	145	295	150	103%
	Haileybury	120	103	114	148	28	23%
	North Bay	602	470	520	486	-116	-19%
	Parry Sound	89	127	97	186	97	109%
	Sault Ste. Marie	594	677	784	432	-162	-27%
	Sudbury	794	660	594	407	-387	-49%
Northeast Total		**2,743**	**2,694**	**2,616**	**2,342**	**-401**	**-15%**

Superior Court of Justice: Criminal Events Heard continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Northwest	Fort Frances	17	9	31	17	0	0%
	Kenora	281	258	267	262	-19	-7%
	Thunder Bay	608	680	565	681	73	12%
Northwest Total		**906**	**947**	**863**	**960**	**54**	**6%**
West	Chatham	270	190	126	112	-158	-59%
	Goderich	212	177	150	143	-69	-33%
	Guelph	575	426	319	274	-301	-52%
	Kitchener	801	833	787	604	-197	-25%
	London	2,240	2,170	1,798	1,348	-892	-40%
	Owen Sound	72	289	145	106	34	47%
	Sarnia	376	336	392	349	-27	-7%
	St. Thomas	288	237	224	268	-20	-7%
	Stratford	221	166	162	183	-38	-17%
	Walkerton	121	114	121	68	-53	-44%
	Woodstock	159	180	215	174	15	9%
West Total		**5,335**	**5,118**	**4,439**	**3,629**	**-1,706**	**-32%**
Ontario Total		**26,807**	**26,991**	**25,770**	**24,386**	**-2,421**	**-9%**

1. Data obtained from an automated data collection system were used to compile these statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. The number of criminal events heard in Superior Court of Justice does not include values from Toronto, Ottawa and Windsor.

SOURCE: FRANK and SUSTAIN

Superior Court of Justice, Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: Family Overview by Region

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Central East	2005/2006	14,403	52,515	16,834
	2006/2007	14,613	52,330	15,310
	2007/2008	14,380	52,731	15,410
	2008/2009	14,268	52,965	16,882
Central West	2005/2006	19,631	60,617	20,881
	2006/2007	18,681	61,138	20,495
	2007/2008	17,878	58,857	20,189
	2008/2009	18,535	60,863	20,226
East	2005/2006	12,333	42,567	12,291
	2006/2007	11,683	41,873	11,833
	2007/2008	11,807	40,704	12,088
	2008/2009	11,780	38,057	11,403
Northeast	2005/2006	5,515	27,036	6,015
	2006/2007	5,239	28,083	6,050
	2007/2008	5,130	27,253	5,792
	2008/2009	5,318	26,073	6,082
Northwest	2005/2006	2,184	9,870	2,088
	2006/2007	2,004	8,804	2,098
	2007/2008	1,956	8,687	1,777
	2008/2009	1,905	9,325	2,246
Toronto	2005/2006	20,017	54,918	13,749
	2006/2007	19,704	55,493	15,500
	2007/2008	18,972	56,153	14,741
	2008/2009	18,003	54,621	16,398

Superior Court of Justice, Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: Family Overview by Region continued

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
West	2005/2006	16,679	69,785	15,007
	2006/2007	16,250	69,239	15,415
	2007/2008	15,565	71,467	15,818
	2008/2009	16,429	71,566	16,770
Ontario	2005/2006	90,762	317,308	86,866
	2006/2007	88,174	316,960	86,702
	2007/2008	85,688	315,852	85,815
	2008/2009	86,238	313,470	90,007

1. Data obtained from two automated data systems (FRANK and SUSTAIN) were used to compile the New Proceedings and Events Heard statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. New proceedings include applications, motions to change, appeals from the Ontario Court of Justice to the Superior Court of Justice, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
3. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.
4. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: FRANK and SUSTAIN

Superior Court of Justice, Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: New Family Proceedings

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central East	Barrie (inc. Orillia)	3,210	3,367	3,225	3,290	80	2%
	Bracebridge	471	514	541	486	15	3%
	Cobourg	666	673	612	697	31	5%
	Lindsay	701	754	662	703	2	0%
	Newmarket	3,271	3,493	3,705	3,536	265	8%
	Peterborough	1,038	962	977	1,002	-36	-3%
	Whitby (inc. Oshawa)	5,046	4,850	4,658	4,554	-492	-10%
Central East Total		**14,403**	**14,613**	**14,380**	**14,268**	**-135**	**-1%**
Central West	Brampton	6,907	6,650	6,261	6,722	-185	-3%
	Brantford	1,451	1,456	1,400	1,438	-13	-1%
	Cayuga	362	358	332	305	-57	-16%
	Hamilton	3,969	3,648	3,515	3,798	-171	-4%
	Milton	2,213	2,105	2,194	2,181	-32	-1%
	Orangeville	489	483	492	484	-5	-1%
	Simcoe	565	541	465	462	-103	-18%
	St. Catharines	1,656	1,511	1,358	1,319	-337	-20%
	Welland	2,019	1,929	1,861	1,826	-193	-10%
Central West Total		**19,631**	**18,681**	**17,878**	**18,535**	**-1,096**	**-6%**
East	Belleville	1,953	1,747	1,620	1,630	-323	-17%
	Brockville	691	672	664	652	-39	-6%
	Cornwall	1,043	1,064	1,120	1,264	221	21%
	Kingston	1,203	1,227	1,054	1,021	-182	-15%
	L'Orignal	495	457	470	550	55	11%
	Napanee	246	292	328	321	75	30%
	Ottawa	5,059	4,666	5,054	4,840	-219	-4%
	Pembroke	871	897	856	831	-40	-5%
	Perth	513	481	460	492	-21	-4%
	Picton	259	180	181	179	-80	-31%
East Total		**12,333**	**11,683**	**11,807**	**11,780**	**-553**	**-4%**
Northeast	Cochrane (inc. Timmins)	938	858	819	897	-41	-4%
	Gore Bay	211	203	176	164	-47	-22%
	Haileybury (inc. Kirkland Lake)	268	265	261	245	-23	-9%
	North Bay	955	937	983	1,084	129	14%
	Parry Sound	291	272	260	301	10	3%
	Sault Ste. Marie (inc. Elliot Lake)	1,131	1,022	966	949	-182	-16%

Superior Court of Justice, Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: New Family Proceedings continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
	Sudbury (inc. Espanola)	1,721	1,682	1,665	1,678	-43	-2%
	Cochrane (inc. Timmins)	938	858	819	897	-41	-4%
Northeast Total		**5,515**	**5,239**	**5,130**	**5,318**	**-197**	**-4%**
Northwest	Fort Frances	118	101	122	141	23	19%
	Kenora (inc. Dryden and Red Lake)	569	515	453	421	-148	-26%
	Thunder Bay	1,497	1,388	1,381	1,343	-154	-10%
Northwest Total		**2,184**	**2,004**	**1,956**	**1,905**	**-279**	**-13%**
	1911 Eglinton Ave.	1,964	0	0	0	-1,964	-100%
	311 Jarvis St.	2,407	2,198	2,314	2,235	-172	-7%
	393 University Ave.	11,756	12,028	11,258	10,404	-1,352	-12%
	47 Sheppard Ave. E.	3,890	5,478	5,400	5,364	1,474	38%
Toronto Total		**20,017**	**19,704**	**18,972**	**18,003**	**-2,014**	**-10%**
West	Chatham	1,069	948	950	921	-148	-14%
	Goderich	369	364	290	364	-5	-1%
	Guelph	1,195	1,239	1,132	1,267	72	6%
	Kitchener (inc. Cambridge)	3,534	3,663	3,668	3,852	318	9%
	London	3,391	3,140	2,968	3,233	-158	-5%
	Owen Sound	637	747	676	665	28	4%
	Sarnia	1,159	1,117	979	1,057	-102	-9%
	St. Thomas	786	735	732	791	5	1%
	Stratford	556	546	487	483	-73	-13%
	Walkerton	392	407	335	367	-25	-6%
	Windsor	2,495	2,318	2,371	2,462	-33	-1%
	Woodstock	1,096	1,026	977	967	-129	-12%
West Total		**16,679**	**16,250**	**15,565**	**16,429**	**-250**	**-1%**
Ontario Total		**90,762**	**88,174**	**85,688**	**86,238**	**-4,524**	**-5%**

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2. New proceedings include applications, motions to change, appeals from the Ontario Court of Justice to the Superior Court of Justice, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
3. As of the end of 2005/2006, family cases that were heard at 1911 Eglinton Avenue East are being heard in the court located at 47 Sheppard Avenue East.
4. The Family Court branch of the Superior Court of Justice hears all family cases in the following 17 locations: Barrie (including Orillia), Bracebridge, Cobourg, Lindsay, Newmarket, Whitby (including Oshawa) and Peterborough in the Central East region; St. Catharines and Hamilton in the Central West region; Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth in the East region; and London in the West region. The Superior Court of Justice and the Ontario Court of Justice hear family cases in the other court locations. In those locations, the court that hears the case depends upon the types of claims made in the case.

SOURCE: FRANK and SUSTAIN

Superior Court of Justice, Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: Family Events Heard

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central East	Barrie (inc. Orillia)	10,644	11,077	11,703	11,707	1,063	10%
	Bracebridge	1,669	1,495	1,569	1,433	-236	-14%
	Cobourg	2,366	2,373	2,356	2,493	127	5%
	Lindsay	3,049	2,929	3,110	3,092	43	1%
	Newmarket	11,182	12,477	13,747	13,049	1,867	17%
	Peterborough	4,408	4,175	3,971	4,095	-313	-7%
	Whitby (inc. Oshawa)	19,197	17,804	16,275	17,096	-2,101	-11%
Central East Total		**52,515**	**52,330**	**52,731**	**52,965**	**450**	**1%**
Central West	Brampton	19,389	19,789	19,233	20,136	747	4%
	Brantford	4,945	4,945	5,133	5,377	432	9%
	Cayuga	1,129	1,095	1,044	974	-155	-14%
	Hamilton	13,497	13,795	12,805	12,694	-803	-6%
	Milton	6,217	5,978	6,014	6,489	272	4%
	Orangeville	1,536	1,734	1,712	1,802	266	17%
	Simcoe	2,576	2,542	1,845	1,694	-882	-34%
	St. Catharines	5,387	5,148	5,069	5,358	-29	-1%
	Welland (inc. Niagara Falls)	5,941	6,112	6,002	6,339	398	7%
Central West Total		**60,617**	**61,138**	**58,857**	**60,863**	**246**	**0%**
East	Belleville	8,355	8,585	8,340	7,475	-880	-11%
	Brockville	2,573	2,565	2,561	2,560	-13	-1%
	Cornwall	2,600	2,604	2,707	2,794	194	7%
	Kingston	3,797	3,800	3,536	3,320	-477	-13%
	L'Orignal	1,547	1,233	1,674	1,631	84	5%
	Napanee	852	896	1,001	1,028	176	21%
	Ottawa	15,298	14,451	13,728	12,437	-2,861	-19%
	Pembroke	5,077	5,253	4,864	4,498	-579	-11%
	Perth	1,486	1,691	1,469	1,483	-3	0%
	Picton	982	795	824	831	-151	-15%
East Total		**42,567**	**41,873**	**40,704**	**38,057**	**-4,510**	**-11%**
Northeast	Cochrane (inc. Timmins)	4,490	4,036	3,956	4,297	-193	-4%
	Gore Bay	904	854	760	549	-355	-39%
	Haileybury (inc. Kirkland Lake)	1,051	1,112	870	842	-209	-20%
	North Bay	4,658	5,325	5,268	5,020	362	8%
	Parry Sound	1,784	1,505	1,277	1,281	-503	-28%

Superior Court of Justice, Family Court Branch of the Superior Court of Justice, and Ontario Court of Justice: Family Events Heard continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
	Sault Ste. Marie (inc. Elliot Lake)	6,054	6,335	6,246	6,159	105	2%
	Sudbury	8,095	8,916	8,876	7,925	-170	-2%
Northeast Total		**27,036**	**28,083**	**27,253**	**26,073**	**-963**	**-4%**
Northwest	Fort Frances	630	519	513	642	12	2%
	Kenora (inc. Dryden and Red Lake)	2,442	1,945	1,708	1,613	-829	-34%
	Thunder Bay	6,798	6,340	6,466	7,070	272	4%
Northwest Total		**9,870**	**8,804**	**8,687**	**9,325**	**-545**	**-6%**
	1911 Eglinton Ave.	10,324	0	0	0	-10,324	-100%
	311 Jarvis St.	12,507	12,158	12,525	11,702	-805	-6%
	393 University Ave.	18,944	19,881	19,473	17,617	-1,327	-7%
	47 Sheppard Ave. E.	13,143	23,454	24,155	25,302	12,159	93%
Toronto Total		**54,918**	**55,493**	**56,153**	**54,621**	**-297**	**-1%**
West	Chatham	5,660	5,224	5,168	5,586	-74	-1%
	Goderich	2,688	2,596	2,328	2,363	-325	-12%
	Guelph	3,663	3,698	4,040	4,280	617	17%
	Kitchener (inc. Cambridge)	12,840	12,990	13,433	13,561	721	6%
	London	10,692	10,404	11,683	10,719	27	0%
	Owen Sound	2,833	2,961	3,172	3,197	364	13%
	Sarnia	7,311	7,393	7,553	7,120	-191	-3%
	St. Thomas	3,144	3,361	3,235	3,420	276	9%
	Stratford	2,316	2,201	2,040	2,144	-172	-7%
	Walkerton	1,836	1,931	1,726	1,630	-206	-11%
	Windsor	11,128	10,885	11,200	11,198	70	1%
	Woodstock	5,674	5,595	5,889	6,348	674	12%
West Total		**69,785**	**69,239**	**71,467**	**71,566**	**1,781**	**3%**
Ontario Total		**317,308**	**316,960**	**315,852**	**313,470**	**-3,838**	**-1%**

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SOURCE: FRANK and SUSTAIN

Superior Court of Justice: Family Overview by Region

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Central West	2005/2006	7,264	16,071	5,045
	2006/2007	7,150	16,715	4,946
	2007/2008	6,926	15,838	4,793
	2008/2009	7,176	16,118	5,364
East	2005/2006	935	2,709	543
	2006/2007	868	2,822	559
	2007/2008	871	2,385	610
	2008/2009	961	2,229	539
Northeast	2005/2006	1,852	5,204	1,677
	2006/2007	1,893	5,617	1,724
	2007/2008	1,923	5,225	1,497
	2008/2009	1,945	4,672	1,622
Northwest	2005/2006	704	2,407	563
	2006/2007	713	2,345	722
	2007/2008	732	2,339	577
	2008/2009	701	2,246	661
Toronto	2005/2006	11,758	18,950	5,493
	2006/2007	12,029	19,881	6,172
	2007/2008	11,258	19,473	6,431
	2008/2009	10,404	17,617	7,098
West	2005/2006	5,969	17,135	4,027
	2006/2007	5,960	18,163	3,833
	2007/2008	5,811	17,822	4,036
	2008/2009	6,245	17,923	4,345
Ontario	2005/2006	28,482	62,476	17,349
	2006/2007	28,613	65,543	17,956
	2007/2008	27,521	63,082	17,944
	2008/2009	27,432	60,805	19,629

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2. New proceedings include applications, motions to change, appeals from the Ontario Court of Justice to the Superior Court of Justice, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
3. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.
4. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.
5. The Superior Court of Justice does not hear family cases in: the Central East Region; two court locations in the Central West Region (St. Catharines and Hamilton); seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); and one court location in the West Region (London). In those locations, all family cases are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK and SUSTAIN

Superior Court of Justice: New Family Proceedings

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central West	Brampton	3,838	3,752	3,541	3,799	-39	-1%
	Brantford	465	540	468	489	24	5%
	Cayuga	191	187	173	153	-38	-20%
	Milton	1,460	1,379	1,442	1,476	16	1%
	Orangeville	244	232	243	229	-15	-6%
	Simcoe	228	247	216	212	-16	-7%
	Welland (inc. Niagara Falls)	838	813	843	818	-20	-2%
Central West Total		**7,264**	**7,150**	**6,926**	**7,176**	**-88**	**-1%**
East	Belleville	482	507	503	561	79	16%
	Pembroke	344	318	320	351	7	2%
	Picton	109	43	48	49	-60	-55%
East Total		**935**	**868**	**871**	**961**	**26**	**3%**
Northeast	Cochrane (inc. Timmins)	294	297	267	303	9	3%
	Gore Bay	17	19	32	28	11	65%
	Haileybury	113	98	112	90	-23	-20%
	North Bay	286	322	323	324	38	13%
	Parry Sound	98	83	109	91	-7	-7%
	Sault Ste. Marie	486	436	438	420	-66	-14%
	Sudbury	558	638	642	689	131	23%
Northeast Total		**1,852**	**1,893**	**1,923**	**1,945**	**93**	**5%**
Northwest	Fort Frances	50	46	52	62	12	24%
	Kenora	155	151	167	148	-7	-5%
	Thunder Bay	499	516	513	491	-8	-2%
Northwest Total		**704**	**713**	**732**	**701**	**-3**	**0%**

Superior Court of Justice: New Family Proceedings continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Toronto	393 University Ave.	11,758	12,029	11,258	10,404	-1,354	-12%
Toronto Total		**11,758**	**12,029**	**11,258**	**10,404**	**-1,354**	**-12%**
West	Chatham	339	346	334	316	-23	-7%
	Goderich	163	171	124	151	-12	-7%
	Guelph	605	602	526	614	9	1%
	Kitchener (inc. Cambridge)	1,526	1,512	1,552	1,565	39	3%
	Owen Sound	302	355	327	323	21	7%
	Sarnia	487	495	412	478	-9	-2%
	St. Thomas	375	368	341	364	-11	-3%
	Stratford	200	223	208	200	0	0%
	Walkerton	161	192	167	178	17	11%
	Windsor	1,363	1,319	1,427	1,634	271	20%
	Woodstock	448	377	393	422	-26	-6%
West Total		**5,969**	**5,960**	**5,811**	**6,245**	**276**	**5%**
Ontario Total		**28,482**	**28,613**	**27,521**	**27,432**	**-1,050**	**-4%**

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SOURCE: FRANK and SUSTAIN

Superior Court of Justice: Family Events Heard

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central West	Brampton	7,424	8,123	7,273	7,461	37	0%
	Brantford	1,305	1,279	1,206	1,174	-131	-10%
	Cayuga	446	425	439	348	-98	-22%
	Milton	3,480	3,203	3,210	3,654	174	5%
	Orangeville	429	593	576	609	180	42%
	Simcoe	655	649	619	419	-236	-36%
	Welland (inc. Niagara Falls)	2,332	2,443	2,515	2,453	121	5%
Central West Total		**16,071**	**16,715**	**15,838**	**16,118**	**47**	**0%**
East	Belleville	1,049	1,096	1,074	1,110	61	6%
	Pembroke	1,429	1,548	1,154	987	-442	-31%
	Picton	231	178	157	132	-99	-43%
East Total		**2,709**	**2,822**	**2,385**	**2,229**	**-480**	**-18%**
Northeast	Cochrane (inc. Timmins)	681	806	671	647	-34	-5%
	Gore Bay	38	43	64	55	17	45%
	Haileybury	339	295	226	206	-133	-39%
	North Bay	643	713	659	657	14	2%
	Parry Sound	294	221	230	203	-91	-31%
	Sault Ste. Marie	1,755	1,574	1,496	1,288	-467	-27%
	Sudbury	1,454	1,965	1,879	1,616	162	11%
Northeast Total		**5,204**	**5,617**	**5,225**	**4,672**	**-532**	**-10%**
Northwest	Fort Frances	250	185	219	233	-17	-7%
	Kenora	519	413	396	396	-123	-24%
	Thunder Bay	1,638	1,747	1,724	1,617	-21	-1%
Northwest Total		**2,407**	**2,345**	**2,339**	**2,246**	**-161**	**-7%**
Toronto	393 University Ave.	18,950	19,881	19,473	17,617	-1,333	-7%
Toronto Total		**18,950**	**19,881**	**19,473**	**17,617**	**-1,333**	**-7%**
West	Chatham	1,096	1,041	1,048	1,035	-61	-6%
	Goderich	547	750	586	640	93	17%
	Guelph	1,316	1,291	1,286	1,421	105	8%
	Kitchener (inc. Cambridge)	3,740	3,483	3,382	3,209	-531	-14%
	Owen Sound	648	737	661	717	69	11%
	Sarnia	1,721	1,787	2,260	2,171	450	26%
	St. Thomas	1,159	1,348	1,196	1,294	135	12%
	Stratford	555	609	587	507	-48	-9%
	Walkerton	392	486	464	389	-3	-1%
	Windsor	4,764	5,372	5,103	5,191	427	9%
	Woodstock	1,197	1,259	1,249	1,349	152	13%
West Total		**17,135**	**18,163**	**17,822**	**17,923**	**788**	**5%**
Ontario Total		**62,476**	**65,543**	**63,082**	**60,805**	**-1,671**	**-3%**

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SOURCE: FRANK and SUSTAIN

Family Court Branch of the Superior Court of Justice: Family Overview by Region

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Central East	2005/2006	14,403	52,515	16,834
	2006/2007	14,613	52,330	15,310
	2007/2008	14,380	52,731	15,410
	2008/2009	14,268	52,965	16,882
Central West	2005/2006	5,625	18,884	7,653
	2006/2007	5,159	18,943	7,225
	2007/2008	4,873	17,874	6,768
	2008/2009	5,117	18,052	6,438
East	2005/2006	9,250	28,153	10,051
	2006/2007	8,859	27,240	9,510
	2007/2008	9,150	26,676	9,677
	2008/2009	9,140	25,253	8,930
West	2005/2006	3,391	10,692	2,182
	2006/2007	3,140	10,404	2,599
	2007/2008	2,968	11,683	2,454
	2008/2009	3,233	10,719	2,999
Ontario	2005/2006	32,669	110,244	36,721
	2006/2007	31,771	108,917	34,644
	2007/2008	31,371	108,964	34,309
	2008/2009	31,758	106,989	35,249

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SOURCE: FRANK and SUSTAIN

Family Court Branch of the Superior Court of Justice: New Family Proceedings

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central East	Barrie (inc. Orillia)	3,210	3,367	3,225	3,290	80	2%
	Bracebridge	471	514	541	486	15	3%
	Cobourg	666	673	612	697	31	5%
	Lindsay	701	754	662	703	2	0%
	Newmarket	3,271	3,493	3,705	3,536	265	8%
	Peterborough	1,038	962	977	1,002	-36	-3%
	Whitby (inc. Oshawa)	5,046	4,850	4,658	4,554	-492	-10%
Central East Total		**14,403**	**14,613**	**14,380**	**14,268**	**-135**	**-1%**
Central West	Hamilton	3,969	3,648	3,515	3,798	-171	-4%
	St. Catharines	1,656	1,511	1,358	1,319	-337	-20%
Central West Total		**5,625**	**5,159**	**4,873**	**5,117**	**-508**	**-9%**
East	Brockville	691	672	664	652	-39	-6%
	Cornwall	1,043	1,064	1,120	1,264	221	21%
	Kingston	1,203	1,227	1,054	1,021	-182	-15%
	L'Orignal	495	457	470	550	55	11%
	Napanee	246	292	328	321	75	30%
	Ottawa	5,059	4,666	5,054	4,840	-219	-4%
	Perth	513	481	460	492	-21	-4%
East Total		**9,250**	**8,859**	**9,150**	**9,140**	**-110**	**-1%**
West	London	3,391	3,140	2,968	3,233	-158	-5%
West Total		**3,391**	**3,140**	**2,968**	**3,233**	**-158**	**-5%**
Ontario Total		**32,669**	**31,771**	**31,371**	**31,758**	**-911**	**-3%**

1. Data obtained from two automated data systems (FRANK and SUSTAIN) were used to compile these statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. New proceedings include applications, motions to change, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
3. The Family Court branch of the Superior Court of Justice hears all family cases in the 17 court locations listed in the chart above. Family cases in the other court locations are heard by the Superior Court of Justice and the Ontario Court of Justice. In those locations, the court that hears the case depends on the types of claims made in the case.

SOURCE: FRANK and SUSTAIN

Family Court Branch of the Superior Court of Justice: Family Events Heard

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central East	Barrie (inc. Orillia)	10,644	11,077	11,703	11,707	1,063	10%
	Bracebridge	1,669	1,495	1,569	1,433	-236	-14%
	Cobourg	2,366	2,373	2,356	2,493	127	5%
	Lindsay	3,049	2,929	3,110	3,092	43	1%
	Newmarket	11,182	12,477	13,747	13,049	1,867	17%
	Peterborough	4,408	4,175	3,971	4,095	-313	-7%
	Whitby (inc. Oshawa)	19,197	17,804	16,275	17,096	-2,101	-11%
Central East Total		**52,515**	**52,330**	**52,731**	**52,965**	**450**	**1%**
Central West	Hamilton	13,497	13,795	12,805	12,694	-803	-6%
	St. Catharines	5,387	5,148	5,069	5,358	-29	-1%
Central West Total		**18,884**	**18,943**	**17,874**	**18,052**	**-832**	**-4%**
East	Brockville	2,573	2,565	2,561	2,560	-13	-1%
	Cornwall	2,600	2,604	2,707	2,794	194	7%
	Kingston	3,797	3,800	3,536	3,320	-477	-13%
	L'Orignal	1,547	1,233	1,674	1,631	84	5%
	Napanee	852	896	1,001	1,028	176	21%
	Ottawa	15,298	14,451	13,728	12,437	-2,861	-19%
	Perth	1,486	1,691	1,469	1,483	-3	0%
East Total		**28,153**	**27,240**	**26,676**	**25,253**	**-2,900**	**-10%**
West	London	10,692	10,404	11,683	10,719	27	0%
West Total		**10,692**	**10,404**	**11,683**	**10,719**	**27**	**0%**
Ontario Total		**110,244**	**108,917**	**108,964**	**106,989**	**-3,255**	**-3%**

1. Data obtained from two automated data systems (FRANK and SUSTAIN) were used to compile these statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.
3. The Family Court branch of the Superior Court of Justice hears all family cases in the 17 court locations listed in the chart above. Family cases in the other court locations are heard by the Superior Court of Justice and the Ontario Court of Justice. In those locations, the court that hears the case depends on the types of claims made in the case.

SOURCE: FRANK and SUSTAIN

Ontario Court of Justice: Family Overview by Region

Region	Fiscal Year	New Proceedings	Events Heard	Courtroom Operating Hours
Central West	2005/2006	6,742	25,662	8,182
	2006/2007	6,372	25,480	8,325
	2007/2008	6,079	25,145	8,629
	2008/2009	6,242	26,693	8,423
East	2005/2006	2,148	11,705	1,697
	2006/2007	1,956	11,811	1,764
	2007/2008	1,786	11,643	1,801
	2008/2009	1,679	10,575	1,934
Northeast	2005/2006	3,663	21,832	4,338
	2006/2007	3,346	22,466	4,326
	2007/2008	3,207	22,028	4,295
	2008/2009	3,373	21,401	4,460
Northwest	2005/2006	1,480	7,463	1,525
	2006/2007	1,291	6,459	1,376
	2007/2008	1,224	6,348	1,200
	2008/2009	1,204	7,079	1,585
Toronto	2005/2006	8,259	35,968	8,256
	2006/2007	7,675	35,612	9,328
	2007/2008	7,714	36,680	8,310
	2008/2009	7,599	37,004	9,300
West	2005/2006	7,319	41,958	8,798
	2006/2007	7,150	40,672	8,983
	2007/2008	6,786	41,962	9,327
	2008/2009	6,951	42,924	9,426
Ontario	2005/2006	29,611	144,588	32,796
	2006/2007	27,790	142,500	34,102
	2007/2008	26,796	143,806	33,562
	2008/2009	27,048	145,676	35,129

1. Data obtained from an automated data collection system (FRANK) were used to compile the New Proceedings and Events Heard statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. New proceedings include applications, motions to change, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
3. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.
4. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.
5. The Ontario Court of Justice does not hear family cases in: the Central East Region; seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); two court locations in the Central West Region (Hamilton and St. Catharines); and one court location in the West Region (London). In those locations, all family cases are heard by the Family Court branch of the Superior Court of Justice.

SOURCE: FRANK

Ontario Court of Justice: New Family Proceedings

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central West	Brampton	3,069	2,898	2,720	2,923	-146	-5%
	Brantford	986	916	932	949	-37	-4%
	Cayuga	171	171	159	152	-19	-11%
	Milton	753	726	752	705	-48	-6%
	Orangeville	245	251	249	255	10	4%
	Simcoe	337	294	249	250	-87	-26%
	Welland (inc. Niagara Falls)	1,181	1,116	1,018	1,008	-173	-15%
Central West Total		**6,742**	**6,372**	**6,079**	**6,242**	**-500**	**-7%**
East	Belleville	1,471	1,240	1,117	1,069	-402	-27%
	Pembroke	527	579	536	480	-47	-9%
	Picton	150	137	133	130	-20	-13%
East Total		**2,148**	**1,956**	**1,786**	**1,679**	**-469**	**-22%**
Northeast	Cochrane (inc. Timmins)	644	561	552	594	-50	-8%
	Gore Bay	194	184	144	136	-58	-30%
	Haileybury (inc. Kirkland Lake)	155	167	149	155	0	0%
	North Bay	669	615	660	760	91	14%
	Parry Sound	193	189	151	210	17	9%
	Sault Ste. Marie (inc. Elliot Lake)	645	586	528	529	-116	-18%
	Sudbury (inc. Espanola)	1,163	1,044	1,023	989	-174	-15%
Northeast Total		**3,663**	**3,346**	**3,207**	**3,373**	**-290**	**-8%**
Northwest	Fort Frances	68	55	70	79	11	16%
	Kenora (inc. Dryden and Red Lake)	414	364	286	273	-141	-34%
	Thunder Bay	998	872	868	852	-146	-15%
Northwest Total		**1,480**	**1,291**	**1,224**	**1,204**	**-276**	**-19%**
Toronto	1911 Eglinton Ave,	1,964	0	0	0	-1,964	-100%
	311 Jarvis St.	2,406	2,198	2,314	2,235	-171	-7%
	47 Sheppard Ave. E.	3,889	5,477	5,400	5,364	1,475	38%
Toronto Total		**8,259**	**7,675**	**7,714**	**7,599**	**-660**	**-8%**

Ontario Court of Justice: New Family Proceedings continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
West	Chatham	730	602	616	605	-125	-17%
	Goderich	206	193	166	213	7	3%
	Guelph	590	637	606	653	63	11%
	Kitchener (inc. Cambridge)	2,008	2,151	2,116	2,287	279	14%
	Owen Sound	335	392	349	342	7	2%
	Sarnia	672	622	567	579	-93	-14%
	St. Thomas	411	367	391	427	16	4%
	Stratford	356	323	279	283	-73	-21%
	Walkerton	231	215	168	189	-42	-18%
	Windsor	1,132	999	944	828	-304	-27%
	Woodstock	648	649	584	545	-103	-16%
West Total		**7,319**	**7,150**	**6,786**	**6,951**	**-368**	**-5%**
Ontario Total		**29,611**	**27,790**	**26,796**	**27,048**	**-2,563**	**-9%**

1. Data obtained from an automated data collection system (FRANK) were used to compile the N[illegible]eedings and Events Heard statistics. These data are only available for the periods shown (2005/2006 to [illegible]009). The manually collected statistics used in previous reports are not comparable to these data and are t[illegible]efore not included.
2. New proceedings include applications, motions to change, and requests for extra-provincial tribunals for evidence in custody or access cases. New proceedings do not include enforcement proceedings and requests for fee waiver.
3. The Ontario Court of Justice does not hear family cases in: the Central East Region; seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); two court locations in the Central West Region (Hamilton and St. Catharines); and one court location in the West Region (London). In those locations, all family cases are heard by the Family Court branch of the Superior Court of Justice.
4. As of the end of 2005/2006, family cases that were heard at 1911 Eglinton Avenue East are being heard in the court located at 47 Sheppard Avenue East.

SOURCE: FRANK

Ontario Court of Justice: Family Events Heard

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central West	Brampton	11,965	11,666	11,960	12,675	710	6%
	Brantford	3,640	3,666	3,927	4,203	563	15%
	Cayuga	683	670	605	626	-57	-8%
	Milton	2,737	2,775	2,804	2,835	98	4%
	Orangeville	1,107	1,141	1,136	1,193	86	8%
	Simcoe	1,921	1,893	1,226	1,275	-646	-34%
	Welland (inc. Niagara Falls)	3,609	3,669	3,487	3,886	277	8%
Central West Total		**25,662**	**25,480**	**25,145**	**26,693**	**1,031**	**4%**
East	Belleville	7,306	7,489	7,266	6,365	-941	-13%
	Pembroke	3,648	3,705	3,710	3,511	-137	-4%
	Picton	751	617	667	699	-52	-7%
East Total		**11,705**	**11,811**	**11,643**	**10,575**	**-1,130**	**-10%**
Northeast	Cochrane (inc. Timmins)	3,809	3,230	3,285	3,650	-159	-4%
	Gore Bay	866	811	696	494	-372	-43%
	Haileybury (inc. Kirkland Lake)	712	817	644	636	-76	-11%
	North Bay	4,015	4,612	4,609	4,363	348	9%
	Parry Sound	1,490	1,284	1,047	1,078	-412	-28%
	Sault Ste. Marie (inc. Elliot Lake)	4,299	4,761	4,750	4,871	572	13%
	Sudbury (inc. Espanola)	6,641	6,951	6,997	6,309	-332	-5%
Northeast Total		**21,832**	**22,466**	**22,028**	**21,401**	**-431**	**-2%**
Northwest	Fort Frances	380	334	294	409	29	8%
	Kenora (inc. Dryden and Red Lake)	1,923	1,532	1,312	1,217	-706	-37%
	Thunder Bay	5,160	4,593	4,742	5,453	293	6%
Northwest Total		**7,463**	**6,459**	**6,348**	**7,079**	**-384**	**-5%**
Toronto	1911 Eglinton Ave.	10,324	0	0	0	-10,324	-100%
	311 Jarvis St.	12,501	12,158	12,525	11,702	-799	-6%
	47 Sheppard Ave. E.	13,143	23,454	24,155	25,302	12,159	93%
Toronto Total		**35,968**	**35,612**	**36,680**	**37,004**	**1,036**	**3%**

Ontario Court of Justice: Family Events Heard continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
West	Chatham	4,564	4,183	4,120	4,551	-13	0%
	Goderich	2,141	1,846	1,742	1,723	-418	-20%
	Guelph	2,347	2,407	2,754	2,859	512	22%
	Kitchener (inc. Cambridge)	9,100	9,507	10,051	10,352	1,252	14%
	Owen Sound	2,185	2,224	2,511	2,480	295	14%
	Sarnia	5,590	5,606	5,293	4,949	-641	-11%
	St. Thomas	1,985	2,013	2,039	2,126	141	7%
	Stratford	1,761	1,592	1,453	1,637	-124	-7%
	Walkerton	1,444	1,445	1,262	1,241	-203	-14%
	Windsor	6,364	5,513	6,097	6,007	-357	-6%
	Woodstock	4,477	4,336	4,640	4,999	522	12%
West Total		**41,958**	**40,672**	**41,962**	**42,924**	**966**	**2%**
Ontario Total		**144,588**	**142,500**	**143,806**	**145,676**	**1,088**	**1%**

1. Data obtained from an automated data collection system (FRANK) were used to compile the New Proceedings and Events Heard statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. Events heard include all scheduled events dealt with by a judicial official (including adjournments) and events heard in enforcement proceedings.
3. The Ontario Court of Justice does not hear family cases in: the Central East Region; seven court locations in the East Region (Brockville, Cornwall, Kingston, L'Orignal, Napanee, Ottawa and Perth); two court locations in the Central West Region (Hamilton and St. Catharines); and one court location in the West Region (London). In those locations, all family cases are heard by the Family Court branch of the Superior Court of Justice.
4. As of the end of 2005/2006, family cases that were heard at 1911 Eglinton Avenue East are being heard in the court located at 47 Sheppard Avenue East.

SOURCE: FRANK

Small Claims Court: Overview by Region

Region	Fiscal Year	Claims Filed	Events Heard	Courtroom Operating Hours
Central East	2005/2006	13,250	15,778	5,041
	2006/2007	11,524	13,987	4,807
	2007/2008	11,135	14,686	5,144
	2008/2009	11,592	14,588	5,714
Central West	2005/2006	16,271	19,861	6,524
	2006/2007	15,036	18,343	6,879
	2007/2008	14,910	18,525	6,801
	2008/2009	15,436	17,888	7,224
East	2005/2006	8,848	7,628	3,102
	2006/2007	8,359	6,925	2,965
	2007/2008	7,308	7,384	3,191
	2008/2009	6,519	8,456	3,111
Northeast	2005/2006	3,562	3,525	1,672
	2006/2007	3,048	3,432	1,472
	2007/2008	2,761	2,830	1,374
	2008/2009	2,765	2,649	1,378
Northwest	2005/2006	1,877	952	558
	2006/2007	1,532	1,008	354
	2007/2008	1,319	831	470
	2008/2009	1,401	832	403
Toronto	2005/2006	17,171	28,997	11,174
	2006/2007	15,951	24,937	11,690
	2007/2008	14,660	24,962	9,359
	2008/2009	15,512	25,369	10,919
West	2005/2006	14,320	11,258	4,469
	2006/2007	13,413	11,246	3,771
	2007/2008	11,540	10,869	3,295
	2008/2009	10,528	10,434	4,097
Ontario	2005/2006	75,299	87,999	32,540
	2006/2007	68,863	79,878	31,937
	2007/2008	63,633	80,087	29,635
	2008/2009	63,753	80,216	32,846

1. Data obtained from an automated data collection system were used to compile the Claims Filed and Events Heard statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. Cases received include all new files opened, except for: Enforcement files; Fee Waiver requests.
3. Events Heard include all scheduled events dealt with by a presiding official (including those adjourned by the presiding official).
4. Courtroom operating hours reflect hours during which courtrooms are in use; they do not measure working hours for judicial officials or court staff.

SOURCE: FRANK and SUSTAIN

Small Claims Court: Claims Filed

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central East	Barrie	2,218	1,915	1,867	1,901	-317	-14%
	Bracebridge	444	391	380	409	-35	-8%
	Cobourg	488	335	318	306	-182	-37%
	Lindsay (inc. Minden)	551	466	437	359	-192	-35%
	Newmarket	1,038	967	922	913	-125	-12%
	Orillia	395	382	364	380	-15	-4%
	Peterborough	602	550	550	595	-7	-1%
	Richmond Hill	4,801	3,842	3,770	3,993	-808	-17%
	Whitby (inc. Oshawa)	2,713	2,676	2,527	2,736	23	1%
Central East Total		**13,250**	**11,524**	**11,135**	**11,592**	**-1,658**	**-13%**
Central West	Brampton	7,249	6,732	6,735	7,453	204	3%
	Brantford	813	706	769	690	-123	-15%
	Burlington	799	749	552	702	-97	-12%
	Cayuga	171	175	184	163	-8	-5%
	Hamilton	2,927	2,790	2,726	2,625	-302	-10%
	Milton	530	485	489	491	-39	-7%
	Oakville	661	597	610	625	-36	-5%
	Orangeville	344	323	282	304	-40	-12%
	Simcoe	291	352	310	245	-46	-16%
	St. Catharines	1,718	1,311	1,129	985	-733	-43%
	Welland	768	816	1,124	1,153	385	50%
Central West Total		**16,271**	**15,036**	**14,910**	**15,436**	**-835**	**-5%**
East	Alexandria	101	99	96	101	0	0%
	Belleville	762	794	678	646	-116	-15%
	Brockville	535	427	479	404	-131	-24%
	Cornwall (inc. Iroquois)	441	412	414	393	-48	-11%
	Kingston (inc. Sharbot Lake)	749	599	532	519	-230	-31%
	L'Orignal	405	411	404	429	24	6%
	Morrisburg	95	69	49	54	-41	-43%
	Napanee (inc. Kalader)	143	168	141	143	0	0%
	Ottawa	4,801	4,515	3,841	3,064	-1,737	-36%
	Pembroke	266	368	208	233	-33	-12%
	Perth	290	252	257	299	9	3%
	Picton	117	99	99	107	-10	-9%
	Renfrew	143	146	110	127	-16	-11%
East Total		**8,848**	**8,359**	**7,308**	**6,519**	**-2,329**	**-26%**
Northeast	Burk's Falls	0	74	30	0	0	
	Cochrane	158	115	109	60	-98	-62%
	Elliot Lake	74	74	57	57	-17	-23%
	Englehart	28	97	0	0	-28	-100%
	Gore Bay	47	37	32	29	-18	-38%

Small Claims Court: Claims Filed continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
	Haileybury	121	173	93	91	-30	-25%
	Kapuskasing	204	191	167	159	-45	-22%
	Kirkland Lake	90	76	93	84	-6	-7%
	North Bay	558	469	380	450	-108	-19%
	Parry Sound	191	111	175	158	-33	-17%
	Sault Ste. Marie	605	523	536	515	-90	-15%
	Sturgeon Falls	0	2	1	0	0	
	Sudbury	1,076	761	724	750	-326	-30%
	Timmins	410	345	364	412	2	0%
Northeast Total		**3,562**	**3,048**	**2,761**	**2,765**	**-797**	**-22%**
Northwest	Dryden	195	179	163	159	-36	-18%
	Fort Frances	93	91	125	101	8	9%
	Geraldton	71	49	29	33	-38	-54%
	Kenora	156	112	136	91	-65	-42%
	Nipigon	43	46	45	38	-5	-12%
	Red Lake	41	51	27	28	-13	-32%
	Thunder Bay	1,278	1,004	794	951	-327	-26%
Northwest Total		**1,877**	**1,532**	**1,319**	**1,401**	**-476**	**-25%**
Toronto	47 Sheppard Ave. E.	17,171	15,951	14,660	15,512	-1,659	-10%
Toronto Total		**17,171**	**15,951**	**14,660**	**15,512**	**-1,659**	**-10%**
West	Cambridge	946	785	690	778	-168	-18%
	Chatham	655	563	568	494	-161	-25%
	Goderich	327	273	182	208	-119	-36%
	Guelph	837	822	688	673	-164	-20%
	Kitchener	1,875	1,543	1,600	1,695	-180	-10%
	London	2,321	2,217	1,906	1,989	-332	-14%
	Owen Sound	495	512	452	475	-20	-4%
	Sarnia	655	610	632	595	-60	-9%
	St. Thomas	599	602	502	520	-79	-13%
	Stratford	421	362	300	296	-125	-30%
	Walkerton	309	312	286	270	-39	-13%
	Windsor	4,294	4,364	3,219	2,057	-2,237	-52%
	Woodstock	586	448	515	478	-108	-18%
West Total		**14,320**	**13,413**	**11,540**	**10,528**	**-3,792**	**-26%**
Ontario Total		**75,299**	**68,863**	**63,633**	**63,753**	**-11,546**	**-15%**

1. Data obtained from an automated data collection system were used to compile these statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. Cases received include all new files opened, except for: Enforcement files; Fee Waiver requests.

SOURCE: FRANK and SUSTAIN

Small Claims Court: Events Heard

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Central East	Barrie	1,969	2,043	2,036	2,127	158	8%
	Bracebridge	539	477	558	542	3	1%
	Cobourg	508	471	412	409	-99	-19%
	Lindsay (inc. Minden)	529	459	539	460	-69	-13%
	Newmarket	1,291	1,061	1,043	1,105	-186	-14%
	Orillia	155	286	356	377	222	143%
	Peterborough	729	624	750	623	-106	-15%
	Richmond Hill	7,617	5,869	5,924	5,639	-1,978	-26%
	Whitby (inc. Oshawa)	2,441	2,697	3,068	3,306	865	35%
Central East Total		**15,778**	**13,987**	**14,686**	**14,588**	**-1,190**	**-8%**
Central West	Brampton	9,054	8,758	8,836	8,845	-209	-2%
	Brantford	636	694	649	697	61	10%
	Burlington	1,070	1,045	893	818	-252	-24%
	Cayuga	184	263	261	225	41	22%
	Hamilton	3,800	3,428	3,490	3,247	-553	-15%
	Milton	766	597	632	617	-149	-19%
	Oakville	1,129	935	865	829	-300	-27%
	Orangeville	427	368	335	342	-85	-20%
	Simcoe	274	322	339	292	18	7%
	St. Catharines	1,673	1,337	1,345	1,032	-641	-38%
	Welland	848	596	880	944	96	11%
Central West Total		**19,861**	**18,343**	**18,525**	**17,888**	**-1,973**	**-10%**
East	Alexandria	87	92	100	99	12	14%
	Belleville	791	754	869	741	-50	-6%
	Brockville	586	491	697	595	9	2%
	Cornwall (inc. Iroquois)	438	321	351	322	-116	-26%
	Kingston (inc. Sharbot Lake)	594	516	484	523	-71	-12%
	L'orignal	426	460	409	457	31	7%
	Morrisburg	40	73	49	37	-3	-8%
	Napanee (inc. Kalader)	168	161	223	147	-21	-13%
	Ottawa	3,599	3,281	3,533	4,833	1,234	34%
	Pembroke	244	246	229	231	-13	-5%
	Perth	262	276	193	252	-10	-4%
	Picton	201	137	141	113	-88	-44%
	Renfrew	192	117	106	106	-86	-45%
East Total		**7,628**	**6,925**	**7,384**	**8,456**	**828**	**11%**

Small Claims Court: Events Heard continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
Northeast	Burk's Falls	0	19	44	0	0	
	Cochrane	115	136	92	90	-25	-22%
	Elliot Lake	73	80	74	44	-29	-40%
	Englehart	40	0	0	0	-40	-100%
	Gore Bay	30	24	24	20	-10	-33%
	Haileybury	81	115	160	80	-1	-1%
	Kapuskasing	147	127	84	109	-38	-26%
	Kirkland Lake	40	46	45	71	31	78%
	North Bay	492	445	421	329	-163	-33%
	Parry Sound	227	202	141	166	-61	-27%
	Sault Ste. Marie	381	377	287	331	-50	-13%
	Sturgeon Falls	0	0	1	0	0	
	Sudbury	1,330	1,434	1,177	1,164	-166	-12%
	Timmins	569	427	280	245	-324	-57%
Northeast Total		**3,525**	**3,432**	**2,830**	**2,649**	**-876**	**-25%**
Northwest	Dryden	74	59	27	96	22	30%
	Fort Frances	35	39	55	26	-9	-26%
	Geraldton	11	25	25	14	3	27%
	Kenora	58	94	76	50	-8	-14%
	Nipigon	56	32	20	23	-33	-59%
	Red Lake	0	12	8	17	17	
	Thunder Bay	718	747	620	606	-112	-16%
Northwest Total		**952**	**1,008**	**831**	**832**	**-120**	**-13%**
Toronto	47 Sheppard Ave. E.	28,997	24,937	24,962	25,369	-3,628	-13%
Toronto Total		**28,997**	**24,937**	**24,962**	**25,369**	**-3,628**	**-13%**
West	Cambridge	481	736	643	716	235	49%
	Chatham	468	513	567	459	-9	-2%
	Goderich	280	280	239	217	-63	-23%
	Guelph	938	829	767	802	-136	-14%
	Kitchener	1,679	1,689	1,710	1,781	102	6%
	London	2,637	2,170	2,696	2,298	-339	-13%
	Owen Sound	455	476	492	430	-25	-5%
	Sarnia	489	551	540	494	5	1%
	St. Thomas	539	622	524	523	-16	-3%
	Stratford	337	347	289	230	-107	-32%
	Walkerton	298	314	215	209	-89	-30%
	Windsor	2,118	2,270	1,899	1,933	-185	-9%

Small Claims Court: Events Heard continued

Region	Location	05/06	06/07	07/08	08/09	Change 05/06 to 08/09	% Change 05/06 to 08/09
	Woodstock	539	449	288	342	-197	-37%
West Total		**11,258**	**11,246**	**10,869**	**10,434**	**-824**	**-7%**
Ontario Total		**87,999**	**79,878**	**80,087**	**80,216**	**-7,783**	**-9%**

1. Data obtained from an automated data collection system were used to compile these statistics. These data are only available for the periods shown (2005/2006 to 2008/2009). The manually collected statistics used in previous reports are not comparable to these data and are therefore not included.
2. Events Heard include all scheduled events dealt with by a presiding official (including those adjourned by the presiding official).

SOURCE: FRANK and SUSTAIN

Court of Appeal Criminal Appeals

	04/05	05/06	06/07	07/08	08/09
Appeals Pending as of Apr. 1	1,075	1,078	1,134	1,168	1,177
Appeals Added	859	934	911	851	756
Appeals Disposed	856	878	877	842	799
Appeals Pending as of Mar. 31	1,078	1,134	1,168	1,177	1,134

Source: Court of Appeal for Ontario

Court of Appeal Civil Appeals

	04/05	05/06	06/07	07/08	08/09
Appeals Pending as of Apr. 1	855	773	777	727	680
Appeals Added	827	874	799	730	726
Appeals Disposed	909	870	849	783	768
Appeals Pending as of Mar. 31	773	777	727	680	638

Source: Court of Appeal for Ontario

Inmate Appeals Inventory*

	2004	2005	2006	2007	2008	2009
January	222	235	212	278	291	302
February	222	249	212	289	288	306
March	213	244	218	280	265	305
April	215	251	231	310	269	292
May	204	241	241	289	252	291
June	214	249	246	299	263	287
July	221	241	254	287	275	NA**
August	235	244	285	279	300	NA
September	225	242	275	299	297	NA
October	243	220	278	303	288	NA
November	232	219	286	279	299	NA
December	233	216	278	284	285	NA

*Statistics reflect calendar year, from January 1 to December 31.
**Statistics were not available at time of publication
Source: Court of Appeal for Ontario